

## FAA JOB APPLICATION FREQUENTLY ASKED QUESTIONS (FAQs)



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### 1. **What is the first step in applying for an FAA job?**

You must, first, have an account on [USAJOBS](#). After your account is created, complete the USAJOBS profile, which includes personal information, hiring eligibility, preferences, demographic information, and account information. Then create a resume using the USAJOBS resume builder OR upload your own resume into USAJOBS. Finally, you need to upload any supporting documents into USAJOBS.

All FAA applications must originate from your USAJOBS account. Performing the steps above will ensure you are ready to apply for an FAA job.

## 2. What are the steps to submitting or updating my application?

- 1) Logon to your account in [USAJOBS](#). If you don't have an account, you will need to create one and complete all of the steps as described above.
- 2) Find the job you wish to apply for by searching in USAJOBS or, to update an existing application, go to the **Application Status** page within the My Account menu on USAJOBS.
- 3) From the job announcement, select **Apply** or **Update Application** depending upon whether this is your first time applying or you are updating an application.
- 4) Select the **resume** that you want to include in your application package. If you wish to attach **supporting documents**, make sure that **all** supporting documents that you wish to include with your application package are selected as well. If you do not see available supporting documents on the apply page, you must upload these documents into your USAJOBS profile via the **Saved Documents** page **prior** to applying/updating.
- 5) Check the two fields that are required: 1) I acknowledge that I have reviewed my resume and document(s) and 2) I certify the information is true. You can also check the field that allows you to attach your demographic information.
- 6) Select "**Apply for this position now**" and you will be automatically transferred to the FAA's website, called **AVIATOR**, where you will be asked additional questions.
- 7) Follow the instructions in AVIATOR, ensuring that you fill out the answers and select '**Next**' at the bottom of each page to save your information and proceed to the next step. If you are updating your application, your previously-saved answers will be displayed. Please be sure those answers are correct.
- 8) Some pages may be slower to load than others. Please wait for the pages to load. **DO NOT SELECT THE BACKWARD OR FORWARD BROWSER BUTTONS.**
- 9) The next to last step in the AVIATOR system provides you the opportunity to review your entire application package as it will be displayed to the selecting officials. Please review your application package carefully and make any changes you desire. Please note if you wish to make changes to any information from USAJOBS (your profile information, resume, and/or supporting documents), this must be done in USAJOBS. Navigate back to USAJOBS, make the desired changes, and then update your application.
- 10) The AVIATOR system will perform real-time checks along the way and warn you if there is a problem with your application.
- 11) The last step, after reviewing your entire application package is to **Submit** the application

package. Select the **'Submit'** button to submit your application.

- 12)** After you have submitted your application, you will be provided the status of your application, along with the opportunity to print a fax coversheet if you need to submit additional documents that you were unable to attach from USAJOBS, and an opportunity to take a survey.
- 13)** Once you are done in AVIATOR, select **'Return to USAJOBS'**.
- 14)** The USAJOBS Application Status page will provide you with real-time updates as to the progress of your application throughout the hiring process. You may check this status in USAJOBS any time you wish

### **3. Can I upload documents in AVIATOR?**

No, all documents that you wish to attach to your application must be uploaded to your [USAJOBS profile](#) prior to applying and attached to the application. If you are unable to upload a document in USAJOBS and attach it to your application, you may fax in supporting documents to the fax number listed on the job announcement by the closing date of the announcement. You may print a fax coversheet from the application status page in AVIATOR if the announcement allows that.

### **4. How/Where do I address the KSAs (Knowledge, Skills, Abilities) listed in the job announcement?**

Within the AVIATOR portion of the application you will be presented with each KSA along with an answer set for each for you to choose from. Select the most appropriate answer for each. A narrative response is not required to be provided with each individual KSA, however, evidence supporting your answer must be included in your application package.

**IMPORTANT!!!** Please ensure that your applicant package contains information that is in support of your answers to the KSAs. Make sure that either your Work History in your resume or a separate, uploaded document addresses the KSAs in detail. If a review of your application package does not reveal sufficient evidence to support your answer to the KSAs, your answers to these questions may be changed to reflect the appropriate answer based on your application package.

### **5. While applying, the system says that I am not qualified/ineligible? What should I do?**

First, read the message very carefully to see **why** the system found you not qualified/ineligible. Double-check the job announcement and make sure that you meet all of the requirements (i.e. within the area of consideration, meet selective factors, etc.). Next, start over and review your answers to ensure you have answered them all accurately and honestly. If you are still found not qualified/ineligible and need more information, phone or email the point of contact listed on the job announcement and ask for a clarification. You may find this information by reviewing the job announcement under the "Agency Contact Info" section.

### **6. How do I provide information about my military service so I will get the Veterans Preference to which I am entitled?**

Military information is in your [USAJOBS](#) profile under the **Hiring Eligibility** section. This information will be included automatically with your application package and used by the FAA to determine your Veterans Preference. If claiming Veterans Preference, please be sure to upload verifying

Veterans Preference documents, such as the DD-214, into the USAJOBS **Saved Documents** section **prior** to applying and attach these to your application package in USAJOBS when you apply.

**7. What if my personal information – for example name, address, or phone number(s) changes after I have submitted my application?**

As long as the job announcement number is still open, you can make changes to your [USAJOBS profile](#) and resubmit the application. If the announcement is closed, you should make personal information changes in USAJOBS, but, the changes will not be applied to the applications on closed announcements. You will need to phone or email the HR specialist in AVIATOR responsible for the job announcement and inform them of the changes. You may find this information in the job announcement under the section "Agency Contact Info".

**8. Why do I have to provide information about my race, sex, and national origin?**

This is not required but it is extremely helpful in determining the diversity of our applicant pools. The Federal government is committed to a workforce that reflects the national diversity, and agencies work very hard to make sure their employment systems treat all applicants fairly. The FAA asks job applicants to complete the self-identification race, sex, and national origin form in USAJOBS to make sure our applicant pools are diverse. This information is not included in your application package and is not made available to anyone involved in the hiring process. **Providing such information is totally voluntary.** No individual personnel selections are made based on this information.

**9. Why do I have to complete the applicant background questionnaire on each job announcement?**

One of the steps we take to protect your personal information is to immediately separate the responses you give on this form from your application information. This enables us to analyze the applicant group for a particular position, but prevents identification of an individual applicant. This information is not included in your application package and is not made available to anyone involved in the hiring process. **Providing the information is voluntary** and will have no effect on the processing of your application or hiring decisions.

**10. If I start to work on an application and change my mind before the announcement closes, can I remove my partially-completed application?**

Once you begin an application, it is an official electronic record, and thus cannot be removed. You do not, however, have to submit a partially completed application if you change your mind about a position. If you have already submitted the application, you may contact the point of contact listed in the job announcement to remove yourself from consideration. You may find this information by reviewing the job announcement under the "Agency Contact Info" section.

**11. What if I change my mind after the announcement closed and no longer want to be considered for a job I applied on?**

You can call the point of contact listed in the job announcement and tell them that you are no longer interested in the position, or you can simply wait and decline consideration if you are called

for an interview or job offer. You may find this information by reviewing the job announcement under the "Agency Contact Info" section.

**12. Can I modify my application after the job announcement has closed?**

No, you will be considered based on the contents of your submitted application at the time the job announcement closes.

**13. Why does the AVIATOR web page automatically log me out after 30 minutes, even when I am still typing?**

This is a web-based application equipped with a mandatory security feature to automatically log out "inactive" sessions. Key strokes from typing are not recorded; therefore, the web browser assumes that no action is being taken on the page. The page needs to be saved before the thirty-minute time limit or your typing changes will be lost. Simply select the 'Save' button at the bottom of the page on which you are working to save your changes. This will restart the clock for another thirty minutes.

The AVIATOR system is designed to provide a warning to you when you are 5 minutes away from reaching the automatic logout. This warning will provide you the opportunity to receive more time or logout.

Every page within the AVIATOR system is equipped with this automatic logout feature, therefore, if you have another AVIATOR page open but it is hidden behind other windows on your computer or minimized, you may miss the log out warning and be inadvertently logged out.

**14. The AVIATOR system is asking me for a job code when I try to apply. Where do I get the job code?**

If the job application is asking for a job code, it means that this particular job announcement is restricted to a particular group of individuals (such as CTI school graduates or those attending a specific job fair). The code is not available to anyone outside that group, thus, will only have been provided to them.

If you are a CTI graduate and have forgotten the job code, contact the Aviation Careers Office at 405-954-4657 or email them at [9-amc-amh-300@faa.gov](mailto:9-amc-amh-300@faa.gov).

**15. Now that I have submitted an application, how can I check on my status in the application process?**

The AVIATOR system "talks" to the USAJOBS system and provides automatic updates as the job announcements you have applied on are processed. There are 4 ways for you to find out where your application is in the process.

- 1) You can elect to receive emails from USAJOBS with notification of changes to your application status. This option is found in your USAJOBS profile under [Account Information](#) – **Notification Settings**.**

- 2) You can log on to USAJOBS and check the status of an application at any time under [My Account](#) - **Application Status**.
- 3) Within the [USAJOBS application status page](#), you can click on “**more information**” for each application to be transferred to AVIATOR for more detailed information.
- 4) Lastly, you can contact the point of contact listed in the job announcement under [Agency Contact Info](#).

#### 16. Which web browsers work best with AVIATOR?

AVIATOR is designed to support the latest web browsers. We support the current and prior major releases of:

Chrome

Firefox

Internet Explorer

Safari

#### 17. Should I upgrade my browser?

If you can upgrade your browser, you should do so.

Older browsers can be:

- Slower.
- More likely to crash.
- Unable to display current web technologies.
- More vulnerable to viruses, spyware, malware, and other security issues.

New browsers are more likely to be:

- More secure.
- Faster at loading pages.
- Less likely to crash.
- Able to automatically update to the latest version or notify you that an update is available.