FAA JOB APPLICATION FREQUENTLY ASKED QUESTIONS (FAQs)

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

   First, you must have an account on USAJOBS. After your account is created, complete the USAJOBS profile, which includes demographics, citizenship, hiring paths, experience, education, languages, organizations, and references. 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 **Profile Dashboard** page on USAJOBS.

3) From the job announcement, select **Apply** or **Edit my 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 (use the small check box at the upper-right corner of each document icon). If you do not see available supporting documents on the **Select documents** page, you must upload these documents into your USAJOBS profile. You can use the "Add document" control on the **Select** documents page while applying, or via the **Documents** page in your user profile. Either way, this must be done **prior** to applying/updating.

5) Check the two fields that are required: 1) I acknowledge that I have reviewed my resume and document(s) on the **Review package** page, and 2) I certify the information is true. Two other pages are provided where you can **optionally** provide information. The first is the **Demographic details** page, followed by the "**How did you hear about this job?"** page.

6) Select the "**Continue to Agency Site**" button on the "**Continue application with agency**" page to 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 My Application to the FAA**' 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. Additionally, you'll be afforded an opportunity to take a survey.

13) Once you are done in AVIATOR select the '**Return to USAJOBS**' button.

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., with regards to who may apply, qualifications, 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 Information" 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 Military Service 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 Information".

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

This is <u>not required</u> 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 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. **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 Information" section.

10. **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 Information" section.

11. **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.

12. **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. Keystrokes 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.

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

    The AVIATOR system provides automatic updates when the job announcements you have applied on are processed. Click on the "**Track this application**" link on USAJOBS Profile Dashboard page for additional information on the status of your application.

    You can also contact the point of contact listed in the job announcement under the "Agency Contact Info" section.

14. **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

    Edge

    Safari

    Firefox

15. **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.

    Newer and updated 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.