

IT Service Delivery Coordinator

[> Click Here for Further Information <](#)



Where is AOC Located?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

AOC PROFILE:

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

**POSITION:** IT Service Delivery Coordinator  
**SALARY:** \$66,420 TO \$87,096 per year DOQ  
**LOCATION:** Olympia, Washington  
**OPENS:** September 20, 2013  
**CLOSES:** October 11, 2013

IT Service Delivery Coordinator Job Overview

Manages the planning, design, development, implementation, operation and continuous improvements of information technology (IT) service delivery standards for the Administrative Office of the Courts (AOC) Information Services Division (ISD). This requires the development of processes and methods around the management of changes to the Judicial Information Services (JIS) applications and underlying services and infrastructure.

Reports to the ISD Associate Director and is responsible for performing work with the appropriate degree of expertise and skill in a proficient, qualified and specialized role.

Serves as the expert/specialist with regard to IT service delivery. Work is performed independently with decision making responsibility commensurate with the technical and business expertise required of the position. Work products are expected to be of the highest quality and utilized for review, evaluation and recommendation across AOC from technical support groups to executive leadership.

Key Responsibilities

- Implements and maintains IT Infrastructure Library (ITIL) based standards to improve the overall capabilities and maturity of ISD service delivery and governance.
- Leads the ISD Operations Control Board (OCB), an internal ISD group that acts as the 'operations bridge' for service delivery by coordinating the schedule of changes to ISD services and applications according to a set of orchestrated, high quality and well understood principles.
- Provides overall guidance to current IT Governance practices, defining roles and responsibilities; participates in managing the process flow of prioritized IT change requests through the Systems Development Life Cycle (SDLC).

**IT Service Delivery Coordinator**

**AOC Offers...**

- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

**Benefits:**

- The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- Vacation leave
- Sick leave
- Shared leave
- Family – Medical Leave
- Military and Civil leave
- Eleven paid holidays per year
- A state retirement plan
- Deferred Compensation Program
- Deferred College Tuition Program (GET)

**Key Responsibilities (continued)**

- Provides service delivery troubleshooting, consulting, and problem resolution, with regard to IT issues that are complex, systemic, recurring and/or high impact.
- Participates in planning and design reviews for high risk, high impact statewide systems and services.
- Provides technical mentorship and coaching to other system support staff.
- Performs other work as assigned.

**Key Competencies**

- Possess advanced knowledge and is highly skilled in the implementation and use of IT service delivery practices. Understand and articulate the requirements of governance and the user community who rely on AOC applications and services.
- Able to quickly understand complex business functions in order to achieve significant business knowledge.
- Communicate effectively with a varied audience; communicate clearly and persuasively with others orally and in writing; establish and maintain appropriate and effective working relationships.
- Use analytical and problem solving skills and clearly articulate ideas on problems, and business issues.
- Coordinate multiple interdependent projects and quickly adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
- Demonstrate depth of understanding and knowledge regarding change, release and transition management, enterprise architecture, software development life cycle, quality assurance and project management methodologies, and business processes.

**IT Service Delivery Coordinator**

**Send materials to:**

Submit materials by email, fax, or postal service to:

Washington State Administrative Office of the Courts  
Attention Human Resources Office  
1206 Quince St SE  
P.O. Box 41170  
Olympia, WA 98504-1170

Email: [employment@courts.wa.gov](mailto:employment@courts.wa.gov)  
or fax 360-586-4409.

Application materials will be screened for the purposes of determining who will be selected for an interview.

*The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to [employment@courts.wa.gov](mailto:employment@courts.wa.gov).*

**SPECIAL NOTE:**

**All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.**

**Qualifications and Credentials**

A bachelor’s degree in Information Technology, business administration, public administration or closely allied field;

**AND**

- Five years of recent and progressively responsible experience working with complex information technology systems - to include experience working in an Information Technologies Infrastructure Library (ITIL) environment.

Combination of relevant education and experience may substitute for qualification requirements listed.

**For this position, please submit:**

- A cover letter specifying how you meet the qualifications of the position (no more than two pages).
- A chronological resume including: dates and total months/years in each position held for each previous employer.
- [Completed AOC application form.](#)