

Court Business Process Engineer – Project

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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: Court Business Process Engineer (Business Analyst)

SALARY: \$60,120 TO \$78,900 per year DOQ

LOCATION: Olympia, Washington

OPENS: October 18, 2013

CLOSES: December 16, 2013

This is a project position dependent on continued project funding. Funding is anticipated to continue through 2018.

If you have applied for a Court Business Process Engineer position within the last year, you do not need to re-apply.

Court Business Process Engineer Job Overview

The Court Business Process Engineer is responsible for transforming and improving court business processes through expert requirements refinement, business process management, and collaboration with the court community and within AOC.

This position reports to the Court Business Office (CBO) Manager in the Judicial Services Division and works with the court community to establish statewide business needs and local configurations for technology systems. The Court Business Process Engineer interacts with agency leadership and staff at multiple levels and disciplines. E.g., Judges, court administrators, county clerks, technology, research, court education, court administrators and county clerks. Work is done under general direction, and as assigned by management. Decision-making is according to broadly defined guidelines and procedures that may require interpretation and/or development of possible approaches.

Key Responsibilities

- Provides expertise in business process engineering to assist the courts in their transition to the new technology

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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)

- Works closely with the court community and other AOC staff (e.g., Business Analysts and Liaisons, Network, Education, Customer Services, Legal Services, Research, and Data Quality) to identify, analyze, and promote opportunities to improve court operations through common workflows and processes.
- Communicates with the court community and AOC about requirements, opportunities, and risks associated with the transition to new technology.
- Ensures court business requirements and workflows are complete, well documented, and maintained for future use.
- Contributes business perspective to the development of IT solutions so that technology applications are better designed to address business needs.
- Advocates and fosters an environment that promotes process innovation and continuous business process improvement through ongoing review and analysis.
- Analyzes the impacts of business process changes to existing or planned Judicial Information System (JIS) applications and services.
- Analyzes the impacts to courts resulting from planned changes to JIS applications and services.
- Advises courts on organizational change management best practices as they implement new JIS applications and services.
- Facilitates education and training of judicial officers, clerks, and staff on business process changes.
- Facilitates and leads process discussions, requirements elicitation and validation work sessions, workshops, and workgroups.

Key Competencies

Advanced proficiency and knowledge in the following areas:

- Business Analysis
- Business Process Management
 - Vision
 - Design
 - Modeling
 - Execution

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To be considered 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.](#)

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
 or fax 360-586-4409.

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

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.

Key Competencies (continued)

- o Monitoring
- o Optimization
- Requirements Engineering
 - o Elicitation
 - o Analysis
 - o Documentation/Specification
 - o Modeling
 - o Validation
- Ability to elicit and validate requirements using interviews, workshops, document analysis, systems analysis, gap analysis, and workflow analysis.
- Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information, and distinguish user requests from the underlying needs.
- Ability to collaborate with subject matter experts and project team to implement the business vision by analyzing and negotiating tradeoffs between usability and performance needs.
- Ability to develop specifications using standard templates.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of people (court officials, executives, vendors, project team, managers)

Demonstrates functional knowledge and understanding in the following areas:

- Software Development Lifecycle
- Project Management
- Organizational Change Management
- Business Analysis Body of Knowledge

Qualifications

A bachelor’s degree in business, information technology, or closely related field AND:

- Five years of related experience in business analysis, business process management, or requirements engineering.

A combination of education and experience that demonstrates a proficiency of the knowledge, skills and abilities of the Court Business Process Engineer may substitute for the qualification requirements as listed.