



*Administrative Office of the Courts*

**INFORMATION TECHNOLOGY SPECIALIST 2**

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**Scope of Responsibility**

- Under the direction of senior level staff performs standard consulting analysis, programming, maintenance, installations and/or technical support of the AOC mainframe and network operations for the Administrative Office of the Courts Judicial Information Systems.
- Reports to an Information Technology Manager.
- The Information Technology Specialist 2 classification is intended to perform duties within established work methods and procedures for small scale systems or programs or pieces of larger systems or programs.
- The majority of work and tasks are limited in scope and impact individuals or small groups. Complex problems are referred to a higher level.
- Work is subject to review and approval and is oriented toward productivity, skill development, and development of professional judgment.

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**Essential Activities**

Working in a specialist capacity becomes knowledgeable in system design, acquisition, installation and maintenance. Must develop a functional working expertise in:

- ✓ Basic office software tools.
- ✓ Application programming fundamentals.
- ✓ Use and configuration of various AOC application software products to support the continuous availability, reliability, and performance of the AOC installed applications.
- ✓ Ability to understand the overall impact and interconnections of the AOC system infrastructure in order to perform quality work and provide excellent customer service. Performs specialized system design, acquisition, installation and maintenance.
- ✓ Troubleshooting and problem resolution, consulting, and providing timely and accurate responses to customer service requests.

### Essential Activities (Continued)

- ✓ Participation and interaction with senior staff in design reviews impacting statewide systems and services.
  - Performs other work as assigned.
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### Key Competencies

- Demonstration of basic understanding and knowledge in any combination of the following technology and business areas:
    - ✓ Microsoft Office Word, Excel, and PowerPoint
    - ✓ Microsoft Visio
    - ✓ Microsoft Project
    - ✓ Application programming fundamentals
    - ✓ General business practices and procedures
    - ✓ General accounting practices and procedures
    - ✓ Methodologies and principles of Business Process Engineering (BPE / BPM)
    - ✓ Principles of Change Management
    - ✓ Familiarization with Quality Assurance methodologies
    - ✓ Exposure to packaged application systems featuring a high level of configurability to end-user requirements
  - Possesses a functional understanding in those areas of technical or administrative expertise as specified in the Statement of Work applied to the requirements of a specific position.
  - Ability to self-initiate in the performance of work, utilize analytical and problem solving skills and clearly articulate ideas on topics, problems, and business issues both verbally and in writing.
  - Ability to learn new concepts and skills as well as absorbing and retaining new information.
  - Ability to multi process information and to adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
  - Ability to utilize positive professionalism qualities that include but are not limited to: strong customer service concepts to internal and external parties, a respectful and polite attitude, understanding of “working together as a team” to achieve common goal(s) and a strong work ethic reflected by producing a quality work product.
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### Qualifications and Credentials

A bachelor's degree in Information Technology, **OR** closely allied field; **AND**

- A minimum of 3 (three) years of experience working in a complex information technology environment.

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of the Information Technology Specialist 2 may substitute for qualification requirements listed.

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### SALARY RANGE: 62

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered under the Fair Labor Standards Act (FLSA).

**5/07 Established**  
12/08 Revised Min Quals