

**JOB #2014-026-I11**

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**Associate Director, Information Services Division**



**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.

**JOB NUMBER:** 2014-026-I11

**POSITION:** Associate Director,  
Information Services Division

**SALARY:** \$97,000 TO \$105,000 per year DOQ

**LOCATION:** Olympia, Washington

**OPENS:** July 17, 2014

**CLOSES:** August 4, 2014

**Position Profile**

This position reports directly to the Information Services Director/CIO and assists the Director in planning, developing and delivering Information Services Division (ISD) services to the Administrative Office of the Courts (AOC) and all levels of courts statewide. Oversees and coordinates the internal operations of the ISD and is responsible for making recommendations to the Director for changes or adjustments to business processes within the division and implementation of any new policies, processes, or procedures. Decision making responsibility covers ISD. Assists the ISD Director to provide control and direction over ISD programs and resources. Has substantial influence on ISD policies and services. Interprets and implements broad agency policy for developing technology program guidelines and procedures. Applies advanced management principles and skills.

**Essential Activities**

- Assists Director in planning, developing, and delivering ISD services to the AOC and all levels of courts statewide.
- Assist the Director in establishing and communicating ISD directions and priorities.
- Provides direction and oversight to other ISD Unit Managers.
- Oversees and coordinates the operational and business processes within ISD to ensure efficiency, consistency, and effectiveness of the work products produced in the integration and development of the JIS system(s).
- Reviews and evaluates current business processes of ISD, and recommends changes necessary to ensure achieving long-term strategic goals.
- Assists the Director in providing support, advice, and assistance to the Judicial Information Systems Committee (JISC).

**Associate Director, Information Services Division**

**AOC Offers...**

- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System;
- 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)

**Essential Activities (continued)**

- Directly supervises the Policy and Planning unit (consisting of Organizational Change Management, IT Portfolio Management, IT Governance, and Business Liaisons) and ensures adherence to standards, methodologies, and procedures.
- Provides oversight and actively monitors service level agreements between the Administrative Office of the Courts (AOC) and outside customers and courts.
- Within the scope of responsibility, interacts with AOC and client personnel in all phases of the application development cycle to develop and support AOC computer applications.
- Responsible for adherence to AOC, JIS or ISD policy, and standards.
- Prepares written reports and gives oral presentations to large groups both internal and external.

**Key Competencies**

Must demonstrate proficient knowledge, expertise and abilities in the following areas:

- Ability to function effectively in a highly political environment that deals with elected officials.
- Strong leadership skills.
- Effective communications with others both orally and in writing.
- Ability to build trust and open communications.
- Ability to resolve issues and/or conflicts among individuals or groups.
- Ability to establish and maintain good working relationships with co-workers, management, and other constituents.
- Critical thinking and decision making.
- Understanding of strategic planning methodologies, business analysis, and information system management.
- Customer Relationship Management (CRM).
- Principles of business process engineering.
- Enterprise Architecture knowledge and experience (enterprise, data, and business).
- Ability to solve difficult and complex strategic business problems and provide appropriate recommendations and sound advice.
- Results oriented.
- Establish and maintain interpersonal leadership skills and abilities.
- Understanding of the interaction and mission of interested groups, boards, committees, the judicial community.
- Understands the global view.

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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.

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

Qualifications

A bachelor’s degree in computer science, business administration, public administration or closely allied field

**AND:**

- Ten years management experience in a complex information technology environment.
- Direct experience with implementing a major systems modernization effort and legacy applications.
- Experience managing and directing other IT managers and information technology professionals.
- Experience in strategic, operational, and tactical IT planning.
- Demonstrated ability to lead and manage change.

Demonstration of relevant work experience may substitute for education experience.

**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 describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, education, and salary information;
- A completed AOC Application for Employment;
- A list of three professional references from different employers (current and past supervisors preferred).

**Failure to submit the required materials listed above may eliminate your application from consideration.**

**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.