



Washington Courts Employment Opportunity
Administrative Office of the Courts
Operations Support Analyst
Superior Court – Case Management System
(System Support Analyst)

>Click Here for Further Information<

Employment Status: Regular, Full-Time

Location: Olympia, Washington

Salary: Range 66: \$5,741 — \$7,725 mo. (DOQ)

Opens: September 27, 2019

Closes: October 18, 2019 at 5:00 p.m.

POSITION PROFILE

Provides operational support of AOC Commercial Off-The-Shelf (COTS) computer applications.

Reporting to an ISD Manager, this skilled position performs independently with limited decision making responsibility as defined by senior information technology professional or managerial level staff.

Supports the judicial community by providing skilled troubleshooting, problem resolution and consulting related to AOC COTS software.

Configures AOC COTS application software products to the requirements of the user community in order to support the continuous availability, reliability, and performance of the AOC installed applications.

Participates and interacts with senior staff in design reviews of statewide systems and services.

Reviews and evaluates work products for accuracy and applicability.

Detailed information (scope of responsibility, essential activities, and key competencies, etc.) can be found by viewing the Job Description attached to this Announcement. Or at www.courts.wa.gov/employ, under

Current Openings, click on Washington Courts and the Announcement.

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in Information Technology, computer science, business administration, public administration or closely allied field; AND

Five (5) years of experience working in a complex information technology environment.

A combination of education and experience demonstrating a working knowledge of the duties, responsibilities and key competencies of the System Support Analyst may substitute for the qualifications listed.

PREFERRED / DESIRED QUALIFICATIONS

- Three (3) years professional experience generating queries and reports using Structured Query Language (SQL).
• Three (3) years professional experience using a high level programming or scripting language.
• Experience using an ad hoc reporting tool.
• Experience testing and maintaining customer facing applications including configuring accounts, report writing, trouble shooting, etc.
• Experience communication with technical and non-technical customers.

ADDITIONAL INFORMATION

- ◆ 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).

HOW TO APPLY / REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to

apply for this opportunity. The following will all be considered in determining whether applicants move to the next phase of the screening process. The information you provide, the quality and completeness of the application, and **the ability to follow stated application instructions.**

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed. "**See resume**" is not acceptable.

- ✓ **Cover Letter** (no more than two pages)
- ✓ **Resume** (chronological)
- ✓ **Application for Employment**

The Application for Employment can be found at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts, the Application is located at the bottom of the page.

It is preferred applications be emailed to employment@courts.wa.gov. You can also mail your materials to Administrative Office of the Courts, Attn: Human Resources, PO Box 41170, Olympia, WA 98504-1170. Faxed copies can be sent to 360-586-4409. Late applications will not be accepted.

IMPORTANT INFORMATION

The AOC is an equal opportunity employer and does not discriminate on the basis of gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. 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.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SPECIAL NOTE:

Prior to a new hire, a background check including criminal history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

MORE INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) 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.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work life in a wonderful community are a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation and Benefits.



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