



# Washington Courts Employment Opportunity

## Administrative Office of the Courts

### APPLICATION SYSTEM ADMINISTRATOR (SYSTEM INTEGRATOR) Superior Court-Case Management System

**Our Mission:** Advance the efficient and effective operation of the Washington Judicial System.

The Administrative Office of the Courts (AOC) is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration and teamwork. It is committed to both employee growth and work-life balance.

Our diversity and inclusion efforts include embracing different cultures, backgrounds and perspectives while fostering growth and advancement in the workplace.

**Job #:** 2020-30

**Status:** Regular, Full-Time

**Location:** Olympia, Washington

**Salary:** Range 66: \$70,959 — \$93,132 per year (DOQ)

**Opens:** October 27, 2020

**Closes:** Open until filled; first review of applications to begin November 10, 2020.

**Candidates are encouraged to apply early. AOC reserves the right to close the recruitment at any time.**

*The Administrative Office of the Courts is closely monitoring the COVID-19 pandemic and following the state's health and safety recommendations for the community and our employees. We will be conducting our recruitment process remotely.*

#### 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. May take direction for specific assignments from other managerial staff or senior level information technology professionals. Work products are subject to review and approval appropriate to the work assigned. Interacts regularly with co-workers and customers.

For more information about the job's typical job duties and responsibilities, click on this [Job Description](#).

#### DUTIES AND RESPONSIBILITIES

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

Maintains and configures user security rights and roles in the COTS application software in order to support the continuous availability, reliability, and performance.

Configures AOC COTS application software products to the requirements of the user community.

Participates in the Change Management process testing, reporting defects and reporting findings.

Supports the user community demonstrating excellent customer service.

Able to respond to agency and user database requests using Structured Query Language (SQL).  
Able to develop agency and end user reports using SSRS.

Responsible to keep user manual, security documentation and request forms up-to-date through continuous improvement.

Documents all relevant work in ticketing and collaboration tools using RightNow, Kerika and/or ClearQuest.

### Key Competencies

#### **Knowledge, Skills and Ability**

- Experience programming with SQL.
- Strong grasp of security concepts.
- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and clients.
- Ability to effectively communicate both orally and in writing.
- Ability to learn new concepts and skills, absorb and retain new information.
- Ability to understand customer expectations and meets those expectations

#### **Desirable Knowledge, Skills and Abilities**

- Knowledge of court business processes and court data
- Experience in creating unit tests and test plans
- Degree in Computer Science or Engineering

### **REQUIRED QUALIFICATIONS AND CREDENTIALS**

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

Five (5) years of experience in a complex information technology environment including direct experience with a major systems integration effort.

*A combination of education and experience demonstrating a working knowledge of the duties, responsibilities and competencies of the Senior System Integrator may substitute for qualifications listed.*

**The successful candidate will be required to demonstrate proficiency in the areas of C# and .NET through an on-line assessment.**

### **THE IDEAL APPLICANT WILL ALSO HAVE SOME OR ALL OF THE FOLLOWING KNOWLEDGE, SKILLS OR ABILITIES**

#### **THE PREFERRED CANDIDATE WILL HAVE**

- Experience using an ad hoc reporting tool.

- Experience testing and maintaining customer facing applications including trouble shooting, configuring accounts, report writing, etc.
- Experience communication with technical and non-technical customers.
- Experience administering application security
- Three (3) years professional experience using a high level programming or scripting language.

**Also Desirable Are:**

Experience using Odyssey (Tyler Technologies)  
 SQL Server Reporting Services (SSRS)  
 BizTalk  
 XML  
 XSLT

**HOW TO APPLY / APPLICATION REQUIREMENTS**

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity.

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed.

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

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

The Judicial Branch Application for Employment can be found at [www.courts.wa.gov/employ](http://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](mailto:employment@courts.wa.gov) in a PDF format (Word documents are also accepted).**

**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 when a deadline is expressed.

General suggestions for creating a good application packet:

- Read the job posting very carefully. Find out as much as you can about the position.
- Make sure you are very diligent in following all the application instructions. Include all requested documentation.
- Make sure your application and cover letter (if requested) directly addresses how you meet each of the required and desired qualifications.
- Make sure your application and cover letter reflect your best writing.

The initial screening will be based on the content and completeness of your application and the materials submitted. All information may be verified and documentation may be required. Applications with comments such as "see attachments" or "N/A" will be considered incomplete.

### IMPORTANT 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).

*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 Melody Long, 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).*

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.**

### ADDITIONAL 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](http://www.courts.wa.gov/employ) for more information about Washington Courts, Compensation and Benefits.