

**NETWORK ADMINISTRATOR
(IT SPECIALIST 2)**

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Exciting Career Opportunity!

**BENEFITS OF
WORKING FOR AOC**

- ◆ 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)
- ◆ Membership in the Public Employees' Retirement System
- ◆ Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs

**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.

SALARY: \$54,504 TO \$71,496 per year DOQ

LOCATION: Olympia, Washington

OPENS: March 30, 2015

CLOSES: April 13, 2015

POSITION PROFILE

Performs standard consulting analysis, programming, maintenance, installations and/or technical support of the AOC mainframe and network operations for the AOC Judicial Information Systems.

Reporting to an Information Technology Manager, this job performs 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/approval and is oriented toward both productivity as well as development of technical skills and professional judgment.

DUTIES AND RESPONSIBILITIES

Working in a specialist capacity, becomes knowledgeable in system design, acquisition, installation & maintenance and develops working expertise by performing the following:

Performs standard programming by applying a wide variety of programming fundamentals.

Configures a variety of AOC application software products to support the continuous availability, reliability, and performance of the AOC installed applications.

Performs specialized system design, acquisition, installation and maintenance tasks such as: wireless connectivity and firewall support; availability monitoring, network router configuration and switch configuration for the JIS network. Provides primary support for firewall configurations, domain name servers and routing tables.

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.

AGENCY-WIDE VALUES & COMPETENCIES

Agency Values

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Administrative Office of the Courts / JOB #2015-011-I04

Troubleshoots and resolves routine problems by consulting with customers and providing timely and accurate responses to service requests.

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

Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, customers and clients
- Communication skills that facilitate effective, appropriate information exchanges
- Ability to effectively communicate both orally and in writing; communicate proficiently in written reports and deliver information through presentations
- Ability to understand customer expectations and meets those expectations
- Ability to identify, analyze and resolve problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to think critically, exercise judgment and make sound decisions and recommendations consistent with organizational objectives
- Skill to prioritize; manage time, and resources to accomplish goals and objectives
- Ability to multi-task and effectively coordinate multiple assignments
- Ability to accomplish work objectives, complete assignments set by supervisor
- Ability to self-initiate, achieve excellent results with little need for direct oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to all customers
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to learn and deploy knowledge and skills in a 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

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.

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

General accounting practices and procedures
Methodologies and principles of Business Process Engineering (BPE / BPM)
Principles of Change Management
Quality Assurance methodologies
Packaged application systems featuring a high level of configurability to end-user requirements

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in Information Technology, Computer Science or closely allied field

AND

Three years of experience performing technical information technology work in a complex information technology environment.

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

THE PREFERRED CANDIDATE WILL HAVE

Experience with configuration and support of:
CISCO Network Equipment
Domain Name Servers
Firewall Administration

APPLICATION PROCEDURE

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, and education; and
- A completed AOC Application for Employment (found at www.courts.wa.gov/employ).

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

Submission by email is preferred: Employment@courts.wa.gov; or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170