



**Administrative Office of the Courts
JOB #2016-008-J02**

**CUSTOMER SERVICES –
TECHNICAL/SECURITY/EQUIPMENT
(Information Technology Specialist 1)**

[>Click Here for Further Information<](#)

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
- ◆ Membership in the Public Employees’ Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement 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: \$46,056 TO \$60,420 per year DOQ

LOCATION: Olympia, Washington

OPENS: February 22, 2016

CLOSES: March 7, 2016

POSITION PROFILE

Performs routine duties related to analysis, programming, installation, maintenance and/or system support of the Administrative Office of the Courts (AOC) mainframe and network operations for the AOC Judicial Information Systems.

Reporting to a section or unit manager, this job performs low risk duties using pre-determined methods on computer or telecommunication software and/or hardware, or applications running in stand-alone, client/server, web-based, and/or networked environments. Priorities are set by others and many non-routine problems are referred to a higher level or another support group for resolution. Work is closely supervised and is oriented toward both productivity as well as development of technical skills and professional judgment.

DUTIES AND RESPONSIBILITIES

1. Remotely troubleshoot basic personal computer (PC), monitor, and printer issues for equipment used by the courts statewide and by the Administrative Office of the Courts (AOC). This includes, but is not limited to resetting access passwords, networking issues, and hardware and software issues.

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

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2. Identifies technical and application access issues to provide a quick and satisfactory resolution to the customer by phone or in writing.
3. Interacts regularly with personnel from the Washington Supreme Court, Court of Appeals, superior courts, County Clerk offices, juvenile departments, district and municipal courts, and AOC. Responds to numerous inquiries from the general public and the legal community.
4. Manages the agency equipment database and produces various reports as needed.
5. Researches solutions to issues using available documentation, peer interaction, and other means to provide the most timely and comprehensive solution to the customer. Triage problems and routes issues outside of expertise to the appropriate persons for assistance and resolution.
6. Serves as a resident expert for consultation and problem resolution on court business operations and applications supported by AOC systems.
7. Tracks and responds to RightNow help tickets, phone inquiries and requests for information from court personnel; analyzes problems and provides workable solutions.
8. Develops documentation to help facilitate stakeholder self-reliance through AOC online knowledge base.
9. Conducts research and analysis on topics related to judicial information systems, court business practices, and other criminal justice activities.
10. Interacts and communicates information to subject matter experts to ensure consistency of information to users of applications supported by AOC.
11. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Please see Job Description at www.courts.wa.gov/employ.

- ◆ Must have exemplary customer service skills.

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.

- ◆ Must be able to work independently and as part of a team to troubleshoot and solve issues.
- ◆ Ability to manage time efficiently.
- ◆ Must be able to communicate effectively by phone, e-mail, RightNow tickets, and in-person.

QUALIFICATIONS AND CREDENTIALS

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

AND

One year of experience performing technical information technology work in an information technology environment.

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of Customer Services – Technical/ Security/Equipment position (Information Technology Specialist 1) may substitute for the qualifications listed.

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

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).

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