

**DESKTOP APPLICATION SUPPORT**  
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?**

**T**he 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.

*The Administrative Office of the Courts in Olympia, Washington would like to announce an exciting opportunity to provide technical support to the Washington State Supreme Court. The infrastructure unit of the Information Services Division (ISD) is currently recruiting to fill one full-time position located at the Temple of Justice in Olympia, Washington. The Desktop Application Support Specialist works under the direction of the Infrastructure Manager to coordinate office automation services and is responsible for application and user services to include Microsoft Office Products, application problem resolution, user instruction, assessment of application needs, and modification/distribution of user instructional and support materials. This position also performs application problem diagnostics and referral to more senior technical staff, as needed.*

**SALARY:** \$46,884 TO \$61,512 per year DOQ

**LOCATION:** Olympia, Washington

**OPENS:** November 14, 2016

**CLOSES:** November 30, 2016

**POSITION PROFILE**

Performs routine duties related to analysis, programming, installation, maintenance and/or system support of 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**

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

## 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 #2016-058-126

- Assisting end users with the usage of Microsoft Office applications (this includes Word, Excel, PowerPoint, and Outlook)
- Installing PC applications
- Creating user documentation and customized training
- Hardware problem diagnosis and resolution
- Create, modify, and customize applications for individual users
- Input and manage software information in Software Licensing Database
- Configures a variety of AOC application software products to support the continuous availability, reliability, and performance of the AOC installed Applications
- Troubleshoots and resolves routine problems by consulting with customers and providing timely and accurate responses to service requests
- Perform technical support for the Temple of Justice users through the development and configuration of the new OnBase Enterprise Content Management System
- Performs other duties as required

### Knowledge, Skills and Ability

- 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
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to learn and deploy knowledge in a combination of the following technology and business areas:

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.

- ◇ Microsoft Office Word, Excel, and PowerPoint
- ◇ Microsoft Visio
- ◇ Microsoft Project
- ◇ Application programming fundamentals
- ◇ General business practices and procedures
- ◇ 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**

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 Information Technology Specialist 1 may substitute for the qualifications listed.*

**THE PREFERRED CANDIDATE WILL HAVE**

- ◇ Experience working with Microsoft Office 2013 applications.
- ◇ Experience creating training curriculum on computer usage techniques.

**DESIREABLE QUALIFICATIONS**

- ◇ Knowledge and experience with development and configuration of the OnBase software product by Hyland for Enterprise Content Management (ECM).

**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](http://www.courts.wa.gov/employ), then click on Current Openings link, go to bottom of page).

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

Submission by email is preferred: [Employment@courts.wa.gov](mailto: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