



**Administrative Office of the Courts
JOB #2017-028-I10**

**JUDICIAL INFORMATION SYSTEM
BUSINESS LIAISON**

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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
- ◆ 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: \$71,040 TO \$93,156 per year DOQ

LOCATION: Olympia, Washington

OPENS: October 3, 2017

CLOSES: October 24, 2017

POSITION PROFILE

Directs, facilitates and/or participates in policy development, strategic planning and long range planning activities supporting the Judicial Information System (JIS).

Reporting to the Associate Director – Information Services Division (ISD), this expert level professional position collaborates with all related committees, associations and judicial partners to provide information for strategic activities supporting ISD. Interacts with AOC staff at all levels, judicial committees, legislative staff and other staff throughout the judiciary.

DUTIES AND RESPONSIBILITIES

Directs, facilitates and/or participates in the development of policy initiatives on strategic and long range planning, reporting, governance, and JIS policies; works on issues related to the Judicial Information Services Committee (JISC) and ISD that affect the JIS; provides recommendations and counsel to ISD and AOC leadership and JIS groups relative to policy and strategic and long range planning issues; carries out policy development and planning activities as directed.

Coordinates JISC agendas and activities, including, but not limited to, drafting policies, preparing and/or delivering presentations before committees, providing information to judicial officers and/or legislative staff, and communicating the status of projects and division activities to affected JIS customers.

Facilitates and enhances communications and relationships between AOC and judicial customers with regard to IT objectives; prepares written reports and gives oral presentations to large groups, both internal and external.

Conceives and plans independent research in collaboration with other ISD staff, liaisons with JISC members, committees, associations and other judicial partners.

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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Provides recommendations and strategies to ISD and AOC leadership.

Performs other work duties as required which may include assignments on a variety of topics with short turnaround expectations.

Knowledge, Skills and Ability

Customer Service

- Ability to attend meetings and conferences in person at a variety of locations
- Understands customer expectations and communicates those expectations to appropriate AOC staff

Communication

- Ability to effectively communicate both orally and in writing with a varied and diverse audience
- Communication skills that facilitate processes, process improvements, effective meetings and appropriate information exchanges

Relationship building

- Leadership and interpersonal skills to work across boundaries and to establish and maintain effective and collaborative working relationships with staff, co-workers, management, customers and others
- Ability to firmly establish reliable/sustainable connections with internal and external parties and stakeholders
- Knowledge of the interaction, mission, and objectives of the Division, interested groups, boards, committees, and the JISC

Tact/Diplomacy

- Ability to handle confidential information with diplomacy and tact
- Ability to handle difficult interactions in a professional manner and maintain working relationships

Planning/Organizing

- Ability to logically integrate ideas/information to form effective goals, objectives, timelines, action plans and solutions; prioritization and effective time management
- Ability to accept personal responsibility for the quality and timeliness of work
- Ability to multi-task and effectively coordinate multiple interdependent projects simultaneously using established project management principles
- Ability to accurately assess resources needed to carry out planned actions

Problem solving

- Ability to accomplish work objectives in cooperation with agency, court, state and professional colleagues
- Ability to think critically in decision-making and problem solving situations
- Ability to acquire and integrate input from others regarding critical actions, timelines, sequencing and priorities

Consulting

- Ability to identify, analyze and resolve problems in a consultative manner and identify recommendations for solutions

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.

Influencing

- Ability to identify risks and outcomes associated with courses of action and develop action plans/strategies for the purpose of ensuring the desired outcome
- Ability to exercise judgment and make timely and sound, strategic decisions and recommendations consistent with organizational objectives

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in business, public, or judicial administration or closely allied field;

AND

Eight (8) years of experience in the areas of: policy development; governmental relations; communications; court administration; law practice; organizational change management; project management; coordinating task forces, commissions or workgroups or similar experience, four (4) years of which must have involved work with information technology issues and/or in an IT environment.

A combination of relevant education and experience may be considered in meeting the qualifications.

THE PREFERRED CANDIDATE WILL HAVE

The preferred candidate will have experience creating and maintaining positive customer relationships.

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, 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; 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