



**Administrative Office of the Courts
JOB #2017-030-C07**

**COURT TECHNOLOGY EDUCATOR
Courts of Limited Jurisdiction
Case Management System (CLJ CMS)**

>[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: \$58,284 TO \$76,464 per year DOQ

LOCATION: Olympia, Washington

OPENS: October 11, 2017

CLOSES: October 27, 2017

DURATION: This is a project position expected to last through June 2023; possibly longer, depending on project funding.

POSITION PROFILE

Designs, develops and delivers professional advanced technical education and business analysis to the Washington court community.

Reporting to the Office of Court Business and Technology Integration (OCBTI) Manager, this position is an expert level professional who works independently and exercises expert judgment and decision making within the scope of projects and responsibilities defined by the OCBTI Manager. As a subject matter expert, this work is performed in collaboration with Judicial Information System Developers, Court Business Engineers, Business Analysts, and peer Court Technology Educators. This job may assign and/or review the work of Business Liaisons, System Developers, Business Analysts, Court Technology Educators, IT professionals and clerical staff for specified assignments, programs and projects.

DUTIES AND RESPONSIBILITIES

Conducts business and technology needs analysis to define the content of system workflows and business education.

Writes and develops technical documentation regarding system help files, reference guides, and eService and Customer Service reference answers. Works with specialized software for legacy, web, and

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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client applications (Robohelp, Camtasia, Adobe Connect and Captivate).

Develops and designs curriculum for educational programs and individual training courses, and instruction manuals for technical proprietary judicial systems.

Arranges and produces webinars, on-line tutorials, teaching materials, presentations and job aids; instructs judicial staff on use of software applications and judicial policies and procedures.

Coordinates Instructional Design for core court best practices.

Works with developers, testers, business analysts, business liaisons, product owners and subject matter experts to provide professional release notes, codes, and service answers.

Analyzes and responds to third-tier help desk questions which need a higher level of system and court business knowledge.

Creates and maintains a resource library of relevant teaching materials, exercises, and online training resources used in the delivery of education programs and training courses.

Delivers role-specific training that serves court staff and the judiciary; works with Learning Management Systems and registration systems to plan, measure, track, and report knowledge transfer progress. Develops and implements reports regarding educational offerings, evaluations and success factors.

Coordinates teaching materials, system standards, codes, release notes and other educational resources with OCBI core education team.

Provides guidance and direction to Education Assistants to secure appropriate facilities for education programs, training courses, materials and events.

Provides professional on-site support at education sessions, programs, and conferences as assigned.

Provides professional support to committees as subject matter experts on the development and delivery of education programs and/or presentations.

Performs other duties as required.

See Job Description for Knowledge, Skills and Ability.

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.

QUALIFICATIONS AND CREDENTIALS

A Bachelor's degree in education or closely related field;

AND

Two years of progressively responsible related experience in education. (Technology instructional background preferred.)

A combination of education and experience demonstrating a working knowledge and global understanding of education methodology, program/project coordination, and/or court business practices, may substitute for education and/or experience requirements.

THE PREFERRED CANDIDATE WILL HAVE

- The ability to travel;
- Knowledge of Washington State Court business processes, especially within the Courts of Limited Jurisdiction;
- The ability to effectively use production and educational software and hardware tools;
- Competence in developing training objectives, strategies, policies and programs for adult learning; and
- Knowledge of IT system training and implementations.

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