

JOB #2014-028-I12

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Microsoft Exchange Administrator



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.

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.

JOB NUMBER: 2014-028-I12

POSITION: Microsoft Exchange Administrator

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

LOCATION: Olympia, Washington

OPENS: July 21, 2014

CLOSES: August 8, 2014

Scope of Responsibility

- Performs system support of the electronic messaging systems of the Administrative Office of the Courts (AOC) for the Information Services Division (ISD).
- Reports to the ISD Infrastructure Manager and is responsible for performing work with the appropriate degree of expertise and skill in a proficient, qualified and specialized role. May take direction for specific assignments from other managerial staff or senior level information technology professionals.
- Work is performed independently with limited decision making responsibility as defined by senior information technology professional or managerial level staff. Work products are subject to review and approval appropriate to the work assigned.

Essential Activities

- Provides primary support for Microsoft Exchange, Fax Systems, Mailing Lists, Video Conferencing, and Virus Scanning Software.
- Provides secondary support for Microsoft Active Directory and associated components.
- Will participate in disaster recovery tests to ensure applications would be available in event of a disaster.
- Assists end users with mail, scheduling, and other issues.

Key Competencies

- Demonstration of basic understanding and knowledge in any combination of the essential technology and business areas:
- Possesses a functional understanding in those areas of technical or administrative expertise as specified in the Statement of Work applied to the requirements of a specific position
- Demonstration of basic understanding and knowledge in any combination of the essential technology and business areas.

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AOC Offers...

- A comprehensive benefits package;
- Membership in the Public Employees’ Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

Benefits:

- 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)

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.

Key Competencies (continued)

- Possesses a functional understanding in those areas of technical or administrative expertise as specified in the Statement of Work applied to the requirements of a specific position.
- Ability to self-initiate in the performance of work, utilize analytical and problem solving skills and clearly articulate ideas on topics, problems, and business issues both verbally and in writing.
- Ability to learn new concepts and skills as well as absorbing and retaining new information.
- Ability to multi process information and to adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
- Ability to utilize positive professionalism qualities that include but are not limited to: strong customer service concepts to internal and external parties, a respectful and polite attitude, understanding of “working together as a team” to achieve common goal(s) and a strong work ethic reflected by producing a quality work product.

See job description for further information.

Qualifications

A bachelor’s degree in Information Technology, **OR** closely allied field; **AND**

- A minimum of 5 (Five) years of experience working in a complex information technology environment.

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of the System Support Analyst may substitute for qualification requirements listed.

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 including: dates and total months/years in each position held for each previous employer.
- Completed AOC application form.

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

Send materials by email, fax or postal service to:

Washington State Administrative Office of the Courts
 Attention: Human Resources Office
 1206 Quince St SE / P.O. Box 41170 / Olympia, WA 98504

Email: employment@courts.wa.gov or fax: 360-586-4409