

## **SENIOR SYSTEM SUPPORT ANALYST**

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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
- ◆ Deferred College Tuition Program (GET)
- ◆ 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.

**SALARY:** \$66,420 TO \$87,096 per year DOQ

**LOCATION:** Olympia, Washington

**OPENS:** April 2, 2015

**CLOSES:** April 16, 2015

### **POSITION PROFILE**

Provides system support of high risk, high impact elements of AOC computer and network operations for the Judicial Information Systems serving Washington's judiciary.

Reporting to an ISD Manager, this expert, senior level position performs independently with decision making responsibility commensurate with the high level of technical expertise vested in this position. May perform lead duties for a workgroup as designated in writing by Division Director. Interacts regularly with co-workers and customers.

### **DUTIES AND RESPONSIBILITIES**

Provides technical consulting to the Information Services Division (ISD) regarding complex Data Base Management System (DBMS) software issues.

Participates in planning and evaluation of DBMS software; responsible for ensuring the availability and performance of DBMS software.

Responsible for initiation, modification, evaluation, implementation, and maintenance of DBMS software; functions as the technical expert for DBMS installation, maintenance, and problem resolution.

Performs capacity planning, performance monitoring and tuning of all components of each DBMS; participates in overall system performance monitoring and tuning.

Evaluates and ensures operational efficiency of new and existing systems; resolves DBMS operating and production problems.

Instructs and consults analyst/programming staff on the usage of DBMS software and related equipment; coordinates with external and internal component specialists for problem resolution.

May perform lead duties for a workgroup as designated in writing by Division Director. Lead duties include overseeing daily staffing

## 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 #2015-012-105

levels and operations, planning and balancing workload, providing basic training for assigned duties, instructing and monitoring work product and quality, maintaining leave calendar and approving routine leave requests, resolving procedure or workflow conflicts, providing input to supervisor regarding managerial issues, and informing the supervisor of needs, issues and concerns.

Performs other duties as required.

### KNOWLEDGE, SKILLS AND ABILITIES

- 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 meet 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 and adjust priorities within workload assignments based on business need and/or direction from senior staff or management
- Ability to manage staff, time & resources to accomplish goals & objectives
- Ability to lead, coach and mentor lower level staff
- 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
- Knowledge/understanding of the overall impact of the enterprise such that they can independently deal with high risk, high profile initiatives impacting services
- Ability to understand the overall impact and interconnections of the AOC system infrastructure
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product & service delivery to customers
- Ability to learn new concepts and skills; absorb and retain new information
- Ability to expertly deploy knowledge and skills in a combination of the following technology and business areas:
  - \* Microsoft Office - Word, Excel, PowerPoint, Visio and Project
  - \* Application programming at the expert level
  - \* General business practices and procedures
  - \* General accounting practices and procedures

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.

- \* Methodologies and principles of Business Process Engineering (BPE / BPM)
- \* Principles of Change Management
- \* Quality Assurance methodologies
- \* Packaged application systems featuring a high level of configurability to end-user requirements
- \* Advanced understanding of Enterprise Architecture and Data Management
- \* Advanced understanding of Software Development Life Cycle methodology

**QUALIFICATIONS AND CREDENTIALS**

A bachelor's degree in Information Technology, computer science, business administration, public administration or closely allied field; **AND**

Eight (8) years of progressively responsible experience working with complex information technology systems.

A combination of education and experience demonstrating a working knowledge of the functions and typical work of the Senior System Support Analyst may substitute for qualifications listed.

**THE PREFERRED CANDIDATE WILL HAVE**

- Five (5) years recent IBM DB2 Administration experience with one year administering IBM DB2 Version 10, or higher:
  - \* Managing IBM DB2 in a Large Enterprise Environment.
  - \* Managing IBM DB2 in a Z/OS Operating System Environment
  - \* Maintaining and monitoring databases, security, database backup/restore, etc.
  - \* Proficiency in SQL programming
  - \* Experience with databases up to 1Tb
- Data warehousing experience
- Experience working with IBM DB2 in a disaster recovery scenario
- TSO and ISPF Experience

**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)).

**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