



Washington Courts Employment Opportunity

Administrative Office of the Courts

APPLICATION SYSTEM ADMINISTRATOR (SYSTEM SUPPORT ANALYST) Superior Court-Case Management System

Our Mission: Advance the efficient and effective operation of the Washington Judicial System.

The Administrative Office of the Courts (AOC) is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration, and teamwork. It is committed to both employee growth and work-life balance.

Our diversity and inclusion efforts include embracing different cultures, backgrounds, and perspectives while fostering growth and advancement in the workplace.

Job #: 2021-23
Status: Regular, Full-Time
Location: Olympia, Washington
Salary: Range 66: \$70,956 - \$93,132 (DOQ)
Opens: April 5, 2021
Closes: Open until filled; first review of the applications to begin April 20, 2021. AOC reserves the right to close the recruitment at any time. This announcement may be used to fill multiple vacancies.

The Administrative Office of the Courts closely monitors COVID-19 pandemic updates and follows the state's health and safety recommendations for the community and our employees. We will be conducting our recruitment process remotely.

POSITION PROFILE

The Application System Administrator (System Support Analyst) provides operational and desktop support of AOC Commercial-Off-The-Shelf (COTS) computer applications and reports to an Information Services Division Manager. This skilled position performs independently with limited decision making responsibility as defined by senior information technology professional or managerial level staff. It may take direction for specific assignments from other managerial staff or senior-level information technology professionals. Work products are subject to review and approval appropriate to the work assigned. This position interacts regularly with co-workers and customers.

For more information about the job's typical job duties and responsibilities, click on this [Job Description](#).

DUTIES AND RESPONSIBILITIES

- Supports the judicial community by providing skilled troubleshooting, problem resolution, and consulting related to AOC COTS software.

- Supports the team with desktop, server, and peripheral knowledge.
- Responsible for keeping technical documentation and request forms up-to-date through continuous improvement.
- Maintains a basic understanding of networking operations.
- Configures AOC COTS application software products to the requirements of the user community.
- Participates in the software release and change management process for testing, reporting defects, and reporting findings.
- Supports the user community demonstrating excellent customer service.
- Monitors and troubleshoots user database requests using Structured Query Language (SQL).
- Uses report writing tools and SQL.
- Documents all relevant work in ticketing and collaboration tools using Issue tracking, bug tracking, and Kanban tools.
- Gathers requirements for system enhancements.
- Other duties as assigned.

REQUIRED QUALIFICATIONS AND CREDENTIALS

A bachelor's degree in Information Technology, computer science OR closely allied field, **AND**

Five (5) years of experience in a complex information technology environment, including direct experience with a major systems integration effort.

A combination of education and experience demonstrating a working knowledge of the duties, responsibilities, and competencies of the System Support Analyst may substitute for qualifications listed.

The successful candidate will be required to demonstrate proficiency in Windows administration and/or desktop support through an online assessment.

THE IDEAL APPLICANT WILL ALSO HAVE SOME OR ALL OF THE FOLLOWING EXPERIENCE, EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

THE PREFERRED CANDIDATE WILL HAVE:

- Experience using an ad hoc reporting tool.
- Experience testing and maintaining customer-facing applications, including troubleshooting, configuring accounts, report writing, etc.
- Experience communicating with technical and non-technical customers.
- Three (3) years of professional experience using high-level programming or scripting language.
- Degree in Computer Science or Engineering

Also Desirable Are:

- Experience using Odyssey (Tyler Technologies)
- SQL Server Reporting Services (SSRS)
- XML
- XSLT
- Knowledge of court business processes and court data

- Experience in creating unit tests and test plans
- Programming and/or scripting (powershell, javascript,, etc.)
- Knowledge of complex distributed network, and server architecture
- Experience installing IIS applications

Knowledge, Skills, and Ability:

- Windows administration
- Experience programming with SQL.
- Interpersonal skills to work across boundaries and establish and maintain professional working relationships with co-workers, customers, and clients.
- Ability to effectively communicate both orally and in writing.
- Ability to learn new concepts and skills, absorb and retain new information.
- Ability to understand customer expectations and meet those expectations

HOW TO APPLY / APPLICATION REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity.

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed, and relevant experience meeting the qualifications must be reflected on the application.

1. **Cover Letter** (no more than two pages)
2. **Judicial Branch/AOC Application for Employment**

A chronological resume may be submitted as a supplement; but not a substitute for a fully completed application.

The Judicial Branch/AOC Application for Employment can be found at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts; the AOC. Application for Employment is located at the bottom of the page. Late applications will not be accepted when a deadline is expressed.

Please email all application materials to: employment@courts.wa.gov in a PDF format (Word documents are also accepted).

Application materials will also be accepted by regular mail or by fax:

**Administrative Office of the Courts
Attn: Human Resources
PO Box 41170, Olympia, WA 98504-1170**

Fax number: (360) 586-4409

General suggestions for creating a good application packet:

- Read the job posting very carefully. Find out as much as you can about the position.
- Make sure you are very diligent in following all the application instructions. Include all requested documentation.
- Ensure your application and cover letter (if requested) directly address how you meet each of the required and desired qualifications.

- Make sure your application and cover letter reflect your best writing.

The initial screening will be based on the content and completeness of your application materials. Applications with comments such as "see attachments" or "N/A" will be considered incomplete.

IMPORTANT INFORMATION

- The workweek may fluctuate depending on workload or agency needs.
- Overnight travel may be required based on business needs.
- This position is not covered under the overtime provisions of the Fair Labor Standards Act (FLSA).

The AOC is an equal opportunity employer and does not discriminate based on gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Melody Long, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SPECIAL NOTE: Before a new hire, a background check, including criminal history, will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

ADDITIONAL INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) 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.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work-life in a wonderful community are just a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading-edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation, and Benefits.