



## King County

Invites Applications for the Position of:

### Functional Analyst II

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 03/25/16 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 04/08/16 04:30 PM (GMT -8:00)

**SALARY:** \$32.79 - \$41.56 Hourly

**LOCATION:** Multiple locations in King County

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2016JF05676

**SUMMARY:**

The Department of Judicial Administration (DJA), also known as the Superior Court Clerk's Office, is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA performs a variety of services for the Court, litigants and the general public. DJA's mission is to provide professional, high-quality Superior Court record services and justice system programs, while ensuring access to justice and integrity in the process.

DJA is seeking a **Functional Analyst II** who will be the Electronic Court Records (ECR) Business Lead, a dynamic trainer throughout the department, a person who will define and document our business functions and processes, and much more. We are looking for someone who can be a great leader, is organized, detail oriented, customer focused with both interest and skill in improving processes through optimal system performance. This position reports directly to the MRJC division manager.

**WHO MAY APPLY:** This position is open concurrently to all King County employees and the general public.

**WORK LOCATION:** This position is based at the Maleng Regional Justice Center, 401 4th Ave. N, Kent, WA 98032. This position will also travel to and work from our other locations (King

County Courthouse, 516 3rd Ave., Seattle, WA 98104 and the Juvenile Division at 1211 East Alder, Seattle WA 98122) to provide trainings, participate in meetings and work with vendors.

**WORK SCHEDULE:** This position is overtime eligible, 40 hours/week, Monday through Friday.

**ADDITIONAL MATERIALS REQUIRED:** A **resume**, **letter of interest** and answers to the **supplemental questions** are required in addition to your application. Please **answer** the **supplemental questions** in detail and cite examples to support your responses where appropriate. The **Letter of Interest** should detail your background and describe how you meet or exceed the requirements listed in this job announcement. (This will be used as a writing sample).

**SELECTION PROCESS:** Applications will be screened for qualifications, clarity and completeness. The most competitive applicants may be invited to an interview.

**Contact information:** If you have any questions about this position please contact Sarina Aiello at 206-477-0699. If you have questions about the recruitment process please contact Joy Fernandes at 206-205-8324.

#### **JOB DUTIES:**

Job duties include:

- **Lead responsibilities:** Convene ECR Business meetings. Oversee the ECR Business Group related to upgrades and conversions to DJA's ECR related applications. Act as a liaison between end users, IT staff and the vendor. Work with the business group and technology staff to identify and prioritize bugs and enhancements. Perform system administration functions such as resolving and troubleshooting issues, coordinating testing ECR related applications and developing and making recommendations on system changes. Communicate with stakeholders about changes and prepare release notes and other system documentation. Manage digital signatures for judicial officers. Document decisions made and policies developed regarding ECR related applications.
- **Define and document business functions and processes:** Create workflow diagrams and process maps to assist with analyzing processes and building business requirements. Create queries and reports and have a solid understanding of the data and data structures.
- **Training:** Prepare and give user training. Develop training materials and provide training to users, customers, and/or stakeholders.
- **Daily operations:** Ensure adherence to all policies, standards, and procedures. Investigate reported issues and make recommendations for solutions. Review and update the bugs and enhancements list. Monitor and respond timely to issues in the ECR mailbox. Assist project managers as needed.
- **Collaborate with managers and supervisors:** Facilitate and participate in meetings. Volunteer for or be an active participant in special project assignments and miscellaneous workgroups and committees. Coordinate and collaborate with managers and other section supervisors to solve problems and keep each other informed about section activities.
- **Customer Focused:** Respond to customer inquiries both over the phone and in person. Develop solutions to business problems that take the customer needs into account. Lead by example in meeting customer expectations.

## **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

Minimum four years of experience in the areas listed below **(or)** substituting a degree in public or business administration or a related field plus 2 years of experience **(or)** any equivalent combination of education and experience that provides the knowledge and experience to meet the job requirements.

- At least four years of experience in increasingly responsible job assignments
- Skill in common desktop workflow tools, including but not limited to Microsoft Office Suite: Excel, Power Point, Visio, Word, and Access
- Demonstrated strong and effective communication skills, including listening, writing and speaking one-on-one and in group settings
- Ability to write system documentation and technical reports
- Ability to provide end user formal and informal training and presentations
- Proven ability to multi-task, stay organized and plan to effectively meet deadlines and produce high quality work
- Strong understanding of data structures and the ability to analyze data
- Demonstrated attention to detail and accuracy in work
- Skill in analytical thinking, problem solving, resolving conflicts and bringing others to consensus
- Skill in planning, organizing and formal project management principles and practices
- Ability to build effective teams and inspire others toward a common goal
- Experience working with a diverse group of people, respecting differences while building a solid work group
- Knowledge of process management and experience improving processes
- Experience developing and effectively maintaining relationships with others to get the job done, solve problems, and cooperate to develop solutions.

## **SUPPLEMENTAL INFORMATION:**

No felony convictions in the last ten years.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

## Functional Analyst II Supplemental Questionnaire

- \* 1. Describe your experience in providing training one on one or in a group setting and describe the training materials you have produced.
- \* 2. Tell us about system documentation you've created. What was the purpose of the documentation? Who was the audience?
- \* 3. Tell us about a successful project where you were instrumental in helping develop requirements to improve processes and implement them. What steps did you take to implement and how did you measure success?
- \* 4. What are some rules you follow for effective communication? Explain why you think they are important? In what instances is written communication better than verbal?
- \* 5. Describe how you deal with multiple or conflicting priorities? How do you ensure all deadlines are met timely?
- \* 6. Describe your experience analyzing data.
- \* 7. This position requires a resume AND a cover letter. Please verify that you have included both, a resume and cover letter. Please note that you can attach multiple documents to your application.  
Yes   No

\* Required Question