

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.

Administrative Office of the Courts JOB #2017-016-I07

BUSINESS ANALYST (System Integrator) *Emphasis on Criminal Matters*

[>Click Here for Further Information<](#)

SALARY: \$64,296 to \$84,384 per year DOQ

LOCATION: Olympia, Washington

OPENS: July 11, 2017

CLOSES: July 31, 2017

DURATION: This is a project position dependent on continued project funding. Funding is available through June, 2018. However, the AOC may end the project appointment at any time.

POSITION PROFILE

The Business Analyst is responsible for transforming and improving courts business processes through expert requirements facilitation, management, and collaboration with the court community to determine state-wide and local business needs for the purposes of implementing the newly acquired Superior Court Case Management System (SC-CMS).

DUTIES AND RESPONSIBILITIES

Reporting to the SC-CMS Program Manager, this senior level professional works under general direction with decision-making carried out according to broadly defined guidelines and procedures that may require interpretation and/or development of possible approaches. Independently interacts with agency leadership and staff at multiple levels and disciplines, e.g. judges, court administrators, county clerks, technology specialists, research staff and court education specialists.

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

Knowledge, Skills and Abilities

- Expert level communication, writing and facilitation skills
- Expert level report development/writing and technical analysis
- Ability to multi-task and effectively work on multiple projects simultaneously
- Skill assessing business applications of large automated system
- Knowledge and skill in business process management: visioning, designing, modeling, execution, monitoring, optimization
- Knowledge and skill in requirements engineering: elicitation, analysis, documentation/specification, modeling, validation
- Ability to elicit and validate requirements using interviews, workshops, document analysis, systems analysis, gap analysis, and workflow analysis.
- Skills to analyze, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information, and distinguish user requests from the underlying needs
- Ability to collaborate with subject matter experts and project team to implement the business vision by analyzing and negotiating tradeoffs between usability and performance needs
- Ability to develop specifications using standard templates.
- Ability to interact professionally with a diverse group of people (court officials, executives, vendors, project team, managers)
- Knowledge and understanding in: Software Development Lifecycle, Project Management, Organizational Change Management and Business Analysis Body of Knowledge

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 business, information technology, or closely related field;

AND

Five (5) years of experience in business analysis, business process management, or requirements engineering.

Relevant experience may substitute for education on a year-for-year basis.

THE PREFERRED CANDIDATE WILL

- ♦ Have three (3) or more years of court experience, preferably in criminal matters
- ♦ Have strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- ♦ Have excellent verbal and written communication skills and the ability to interact professionally with a diverse group of people
- ♦ Be task and deadline driven
- ♦ Be willing to travel

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