

**Idaho Judicial Branch  
Position Description**

<b>Position Title:</b>	Application Specialist – IT Operations & Processes I/II
<b>Effective Date:</b>	January 2019
<b>Salary Grade/Range:</b>	Grade 14: Application Specialist I \$43,879 - \$54,899 Application Specialist II \$54,899 - \$65,920
<b>FLSA Status:</b>	Non-Exempt
<b>EEO Job Category:</b>	Professional

**General Position Summary:**

The Application Specialist – IT Operations & Processes is responsible for contribution and engagement in developing and refining current and new strong IT Service Management (ITSM) processes, including but are not limited to, change management, problem management, incident trend analysis, and release management. This position will work directly with the Lead of Quality Assurance to ensure management and oversight of the IT Service Management policies and procedures. The incumbent functions the day-to-day operations subject matter expert for ITSM processes. This position coordinates daily ITSM activities across the IT organization and creates standard procedures for all staff to adhere. The incumbent also contributes and supports the daily operations of the IT production control activities. The Application Specialist – IT Operations and Processes I/II works under the general supervision of the IT Lead, Quality Assurance.

**Major Duties and Responsibilities:** (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

*IT Change Management and Production Control*

- Works directly with the Lead, Quality Assurance to ensure processes support coordination of IT changes without impacting business operations;
- Captures, monitors, and implements processes for incoming change requests to ensure they are properly reviewed, approved and managed through implementation;
- Facilitates and leads the Change Approval Board (CAB) process, meetings, and actions;
- Audits to ensure change implementers are updating change records accurately and timely;
- Works directly with the Lead, Quality assurance for analysis and impact of proposed infrastructure or application changes;
- Works in partnership with the Lead, Quality Assurance to do initial synthesis and recommends next steps for improvements when changes negatively impact end-users or are not successful, with the goal to prevent future impacts of similar changes;
- Facilitates and oversees the production control process to manage the introduction of significant technology or application changes in the production environment;
- Ensures all production changes occur during scheduled maintenance windows or established timeframes;
- Confirms all production changes are thoroughly tested and documented with specific instructions prior to deployment.

*IT Problem Management*

- Partners with the Lead, Quality Assurance to ensure trend analysis includes change analysis for retroactive perspective of impact;
- Supports Lead, Quality Assurance with information gathering and analysis with applicable IT service delivery teams to identify underlying causes of recurring incidents and propose remediation actions for problems;
- Provides support to the Lead, Quality Assurance during critical incident reviews to suggest improvements to quality assurance testing (partnered with change management validation) and/or change management to prevent recurrences of root cause of major issues and problems.

*IT Testing*

- Participates and supports technology and application testing activities and ensures test results are approved prior to delivery acceptance;
- Supports design and execution of effective test plans, test cases, user scenarios, test scripts and procedures;
- Supports the management of defect management processes to ensure identified defects are prioritized, tested, and remediated;
- Works with applicable IT teams and/or vendors to evaluate defects, determine remediation options, and establish timelines for fixes.

#### *IT Release Management*

- Supports the Lead, Quality Assurance in release management and release tracking processes;
- Facilitates and operates the enterprise-wide release calendar;
- Supports the release standards process release decision-making.

#### *IT Operations Management*

- Oversees and facilitates the daily operations of the IT production control activities;
- Monitors critical IT services to ensure day-to-day operational activities are carried out in a timely and reliable way;
- Performs operations management processes to include job monitoring, data exchange monitoring, report execution and monitoring, table maintenance, electronic payment posting errors, and other critical functions;
- Monitors operational audits to ensure the reliability, stability, and performance of critical IT transactions and functions.
- Performs other duties and responsibilities as assigned.

### **Minimum Qualifications**

#### *IT Application Specialist – IT Operations & Process I:*

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

#### *Education and Experience*

- Associates' degree in Information Technology, Information Systems, or a related field;
- A minimum of three (3) years of experience conducting testing of applications or other technologies in a complex commercial enterprise or state agency with multi-tier and distributed architectures;
- Experience with IT operations process management;
- Experience with IT change management practices and procedures;
- Experience with structured IT Service Management tools and processes preferred;
- Certifications such as ITIL, ITSM or similar certifications are preferred;
- Must have excellent interpersonal and organization skills.

*In addition to the duties listed above, the Application Specialist - IT Operations & Process Specialist II possesses the following qualifications:*

- Bachelor's degree in Information Technology, Information Systems, or a related field preferred;
- A minimum of five (5) years of experience conducting testing of applications or other technologies in a complex commercial enterprise or state agency with multi-tier and distributed architectures;
- Experience using information systems and conducting change management, operations management, and testing experience.

#### *Knowledge, Skills, and Abilities*

- Knowledge of integrated applications in a multiple platform environment, including common integration methods and tools;

- Knowledge of software application test management principles and processes;
- Knowledge of advanced concepts and basic operating principles related to information systems software and hardware;
- Knowledge of Information Technology Infrastructure Library (ITIL) practices;
- Knowledge of IT Service Management (ITSM) practices;
- Knowledge of software development lifecycles and associated toolsets and processes preferred;
- Knowledge of current trends in information technology;
- Knowledge of effective management principles and practices;
- Skill in the testing applications and technologies to meet defined requirements;
- Skill using test management tools and processes;
- Skill in organizing complex activities and coordinating with others to accomplish quality assurance goals;
- Skill in coping with potentially stressful situations and making independent decisions;
- Skill in working and communicating with others to provide consultation and problem resolution;
- Skill in establishing and maintaining an effective, cooperative work environment;
- Ability to evaluate, document and translate business requirements and technology specifications into test plans, test cases, and test scripts;
- Ability to work with diverse groups and individuals while pursuing common goals;
- Ability to analyze problems and make sound decisions in a timely manner;
- Ability to organize and manage time effectively;
- Ability to communicate effectively verbally and in writing;
- Ability to establish and maintain cooperative professional relationships with co-workers, management, internal, and external customers;
- Ability to support initiatives to completion, including initiatives that require coordinating the work of others;
- Ability to travel throughout the State of Idaho as required.

**Application Instructions:**

If interested in being considered for this position, please complete the attached application and submit it, along with your cover letter and résumé to [hr@idcourts.net](mailto:hr@idcourts.net) or to the Human Resource Office, P. O. Box 83720, Boise, ID 83720-0101. Application packets must be received by **Wednesday, February 13, 2019 by 5:00 p.m., MST.**

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