

**Idaho Judicial Branch
Position Description**

Position Title:	IT Application Specialist (I, II, Sr.) – Odyssey eServices		
Effective Date:	July, 2017		
Salary Range/Grade:	Grade 14:	\$43,878 – \$54,899	IT Application Specialist I
		\$54,899 - \$65,920	IT Application Specialist II
	Grade 15:	\$62,315 - \$74,778	IT Application Specialist, Sr.
FLSA Status:	Non-Exempt		
EEO Category:	Professional		

General Position Summary:

The Idaho Supreme Court is seeking a self-initiated, experienced candidate for an IT Application Specialist on the eServices team to configure, implement and provide Tier III support for court-related software applications. The position will work with stakeholders, users, and team members to understand business needs, to develop and document software application requirements, and to configure and test software configuration. The scope of this work includes all applications within the Court's software application portfolio. Incumbents will also serve as Level III support for installed and configured applications, working with the IT Support and Operations team to troubleshoot and resolve issues when requested. Incumbents work closely with the team responsible for court policy, proposing software product and/or configuration modifications, and implementing application features to meet the court's business needs. The position will assist with end-to-end review and testing of court applications prior to selection and/or implementation, and will provide on-site and/or remote go-live assistance to customers during application conversions, deployments, and upgrades. The individual may also perform application updates and maintain tables and other configuration items as needed. The IT Application Specialist will also support quality assurance functions of data conversion (as assigned) of legacy data into current court applications, assist court personnel with data quality reviews, and guide the appropriate vendor and/or team member(s) to resolve data issues.

Primary work assignment may include a focus on preparing courts and justice partners for application conversions, and incumbents in this position are responsible to identify and resolve data conversion problems, identify and coordinate needed application updates, and configure, test, and document new application functionality proposed for statewide or county-wide adoption. As needed, the position may also provide assistance with training and education to end-users on how to fully utilize court applications, reports, and online resources.

Incumbents in this position will be or become an application expert in one or more of the following (but not limited to) court applications: Appellate court case management systems (including ISTARS and Tyler Technology's Odyssey Case Manager), electronic filing and electronic service (Odyssey File and Serve, and Odyssey Guide and File), judicial workbench (Session Works for Judges), in-court clerk (Session Works for Clerks), document imaging (Odyssey Electronic Content Management), on-line or electronic payment applications, electronic application interfaces to external agencies, and the court's portal and online tools including the Data Repository and the iCourt Odyssey Portal. This position will also provide implementation assistance during conversion events to the state's problem-solving court/misdemeanor probation application (Odyssey Supervision),

Incumbents in this position work under the supervision of the Lead, eServices, Applications and Data.

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

- Develop subject matter expertise for all assigned court software applications, fully understanding each product's capabilities and functionality;
- Become an expert in court user and justice partner business processes, procedures and software application requirements;

- Identify improvement opportunities by establishing personal rapport with end users to understand the business requirements;
- Document business requirements into technical requirements and specifications;
- Write and maintain functional and technical specifications for various processes and requirements;
- Review user requests and determine feasibility for new software configuration, new applications or system modifications;
- Propose software applications and/or configuration options to meet user requirements;
- Install, implement and configure court software applications, with a focus on Odyssey Appellate, Session Works for Judges and Clerks, File and Serve, Guide and File, and the online portals;
- Maintain application tables, codes and other detailed configuration items;
- Evaluate and recommend modifications to software configurations;
- Perform application maintenance resulting from changes in legislation or other requirements;
- Coordinate all software configuration changes to ensure consistency across the court's software application portfolio;
- Design, create, modify and review notices, reports and forms, as applicable;
- Monitor applications to ensure proper functionality and output to confirm data remains accurate, accessible and retrievable;
- Support data conversion of legacy data into current court applications;
- May assist court personnel with data quality reviews;
- Develop test plans to include scenarios, test scripts and test cases;
- Conduct unit-level and end-to-end system testing of applications to ensure all requirements are met;
- Record test results and notify appropriate staff or management of testing problems and required fixes;
- Coordinate user acceptance and performance testing for both new applications and modifications to existing applications;
- Provide on-site and/or remote go-live assistance to customers during application deployments;
- Prepare application and end user support documentation;
- Provide advanced customer support to internal and external users for court applications;
- Answer technical and procedural questions for less experienced team members;
- Troubleshoot production issues, identifying root cause and implementing sound technical resolutions in a timely manner;
- Review reports to determine applications problems and areas that require attention;
- Serve as the primary technical interface with product vendors to resolve technical issues;
- Contribute to team effort by keeping peers and management informed of potential changes that could impact daily operations, staffing needs, schedules or work deliverables;
- Provide off-hours support to ensure maximum system availability to user base;
- Assist in preparing training plans and outlines, to include training materials;
- Provide assistance with training and education to end-users on how to fully utilize a court application;
- Effectively communicate new product functionality and features to end users;
- Provide support for application and system security;
- Create, modify or disable users accounts, when needed;
- Verify user security levels are appropriate;
- Assist customers through on-site and remote assistance to maximize use of each application's capabilities;
- Participate in or facilitate statewide user groups to identify best practices, discuss product enhancements, feature requests and collect feedback from the user community;
- Protect information by maintaining and protecting appropriate confidentiality.

Minimum Qualifications (IT Application Specialist I):

Education and Experience Court Application Specialist I:

- Associate's Degree in Information Technology, Information Sciences, or a related discipline; equivalent combination of education and work experience may be considered;
- A minimum of five (5) years of experience using information systems and conducting software application implementation, support and/or development;

- Experience supporting a complex business, agency or enterprise environment with multiple shifting priorities;
- Experience supporting web-based content and tools, including editing of content for style and readability;
- Experience with all general court processes and/or information systems preferred;
- Experience with court clerk processes and experience with court fines, fees, restitution, receipt of payments, and other court financial operations preferred;
- Must have strong customer service and communication skills.

Additional Experience for IT Application Specialist II or Senior:

- The Application Specialist II is characterized by a minimum of seven (7) years of relevant experience using information systems and conducting software application implementation, support and/or development;
- The Senior Application Specialist is generally characterized by the experience noted for an Application Specialist II, with additional experience as a department lead, team lead, or manager. May include additional experience in a large and/or complex organization. A Bachelor's or Master's degree or equivalent experience is highly preferred.

Knowledge, Skills, and Abilities:

- Knowledge of justice partner processes and court information systems or demonstrated experience rapidly developing expertise in a new business environment;
- Knowledge of requirement-gathering processes and tools;
- Knowledge of software delivery processes commonly used to ensure quality implementations;
- Knowledge of online content management tools and processes;
- Skill in use of web conference tools and applications (WebEx, GoToMeeting, etc.);
- Skill in use of MS Office Suite including Outlook, Word, PowerPoint, and Excel;
- Skill in preparing test case failure reports that are clear, precise, concise, and accurate;
- Skill in preparation of cost-benefit comparisons related to software configuration or implementation options;
- Ability to handle changing priorities and meet deadlines in a professional manner, including accomplishing work with frequent interruptions;
- Ability to lead web conference or in-person configuration and testing sessions;
- Ability to coach others in the use of application functions, configuration, and processes;
- Ability to identify inconsistencies in proposed conversion data or process and document them for action;
- Ability to create, document, and execute test cases for proposed resolutions to issues;
- Ability to communicate technical problems and solutions to non-technical audiences;
- Ability to analyze computer application problems and develop or implementing solutions;
- Ability to conduct application/system analysis to determine how systems and process can resolve business problems;
- Ability to use results of analysis efforts to document and present proposed solutions;
- Ability to prepare comprehensive documentation and reports;
- Ability to communicate complex technical information in an understandable manner to non-technical users verbally and in writing;
- Ability to travel throughout the State of Idaho as needed for project configuration and deployment activities;
- Ability to establish and maintain effective working relationships with vendors, court staff, judicial officers, and law and justice agencies;
- Ability to think creatively and propose new ideas to fully leverage court applications;
- Ability to maintain confidentiality.

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.

Application Instructions:

If interested in being considered for this position, please complete the employment application on our website at www.isc.idaho.gov/careers and submit it, along with your cover letter and résumé, to hr@idcourts.net or to the Idaho

Judicial Branch, Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101. Application materials must be received by **5:00 p.m. MDT, August, 18th, 2017.**

The State of Idaho is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.