

**Idaho Judicial Branch
Position Description**

Position Title:	IT Application Specialist I – Service Delivery and Operations (Internal Applicants Only)	
Effective Date:	March 2018	
Salary Range/Grade:	Grade 14:	\$43,878 – \$51,526
FLSA Status:	Non-Exempt	
EEO Category:	Professional	

General Position Summary:

The Idaho Supreme Court is seeking a self-initiated, experienced candidate to fill an IT Application Specialist, Operations position. The position will provide guidance and advanced support for all court-related software applications to internal and external users. Primary work assignments include focus on supporting courts that have transitioned to new court applications, supporting courts using existing court applications, and supporting the efforts of courts in the midst of application conversion. Incumbents are expected to be or become an expert in one or more court applications. Incumbents in this position will work under the general supervision of the IT Manager, Service Delivery and Operations.

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

- Identify improvement opportunities by establishing personal rapport with end users who understand the business requirements;
- Assist in translating business needs into technical requirements and specifications, writing and maintaining functional and technical specifications for various processes and requirements;
- Review user requests and assist in determining feasibility for new software applications or modifications;
- Assist in proposing software applications and/or configuration options to meet user requirements;
- Install, implement and configure court software applications;
- Maintain application tables, codes and other detailed configuration items;
- 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;
- 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;
- Assist court personnel with data quality reviews;
- Participate in developing 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;
- Assist in coordinating 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;
- 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;
- Fully comprehend and 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;
- Assist in facilitating statewide user groups to identify best practices, discuss product enhancements, feature requests and collect feedback from the user community;
- Protect operations by keeping information confidential.

Minimum Qualifications:

Education and Experience IT Application Specialist, Operations 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 applications, content and/or tools, including editing of content for style and readability;
- Experience with 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.

Knowledge, Skills, and Abilities:

- Knowledge of court 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 court or public agency financial processes, including auditing and balancing processes, preferred;
- Knowledge of web conference tools and applications;
- Knowledge of MS Office Suite including Outlook, Word, and Excel;
- Knowledge of general office practices and procedures;
- Ability to handle changing priorities and meeting 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 and train on application functions, and processes when needed;
- 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 to non-technical audiences;
- Ability to develop subject matter expertise for all assigned court software applications, fully understanding each product's capabilities and functionality;
- Ability to understand court user business processes, procedures and software application requirements;
- Ability to analyze computer application problems and recommend, 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:

Internal applicants do not need to complete the job application. However, please submit a Letter of Interest and an updated résumé, and submit it to hr@idcourts.net or to the Idaho Judicial Branch, Human Resource Office, P.O. Box 83720-0101. ***Application materials must be received by Thursday, March 29, 2018, 5:00 p.m., MDT.***

The Idaho Courts are 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.