.Idaho Judicial Branch
Position Description

Position Title:	IT Product Owner
Effective Date:	February 2022
Salary Grade/Range:	Pay Grade 16/$61,369 - $71,060
FLSA Status:	Exempt – Administrative
EEO Job Category:	Professional

General Position Summary:

The role of the Product Owner is to represent the organization and end user vision to the product team in order to maximize the value of products and services delivered to Idaho's courts and other statewide users. Through good working relationships, the incumbent understands user and stakeholder requirements and shares ownership in the vision, roadmap, strategic direction, and prioritization of work to ensure alignment between customers, stakeholders, organization needs and the delivery team. The Product Owner is empowered to make decisions regarding product features and is responsible for the management of a visible, detailed, and prioritized backlog that optimizes the value of the work the delivery team performs. This position encourages and facilitates collaboration between the delivery team, users, and stakeholders for product and service development, testing, deployment, and support. This position reports to the Lead, IT Agile Program Office.

How We Work:

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual   improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

Major Duties and Responsibilities:

- Acts as a subject matter expert and gathers and maintains a deep understanding of user needs, product requirements and capabilities, services and support, and technology trends to enable the development of the product portfolio and identify valuable enhancements to resolve operational or strategic gaps;
- Acts as a liaison between end-users, technical specialists, vendors, consultants, other governmental agencies, and the organization in the analysis, design, configuration, testing and maintenance of products and services;
- Collaboratively works with organization leaders to develop and establish product strategy and set strategic goals and priorities based on user research, validation, and evaluation methods for assessing product success, to include quarterly planning of prioritized initiatives;
- Develops and explicitly communicates product goals;
- Translates product vision into roadmaps, timelines, implementation, and support strategies that align with the strategic goals of the organization;
- Conveys the product vision to the delivery team and continuously validates that delivered solutions meet requirements to fulfill the vision by identifying and measuring key metrics;
- Defines release strategies from early prototypes through minimum viable product (MVP), to the first and subsequent releases, and anticipates and manages risks and dependencies that may delay delivery;
- Ensures product and service releases are launched correctly and assists with organizational change management to optimize experience for end users;
- Participates in activities needed to support the management functions of the delivery team;
- Creates and clearly communicates product backlog items, orders product backlog items, and ensures that the product backlog is transparent, visible, and understood;

- Works closely with a cross-functional product delivery team to refine the backlog and ensures stories are ready to work with requirements and acceptance criteria clearly documented and measures team performance and burn-down;
- Helps the team ensure it is building and/or configuring the right product by giving regular feedback on reviewable stories and features;
- Develops and tests ideas and assumptions through usability tests, user panels, user research, A/B tests, and other methodologies;
- Helps drive culture of innovation and promotes agile values throughout the organization;
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies;
- Performs other duties as assigned.

Minimum Qualifications:

Education and Experience
- A Bachelor's degree from an accredited college or university in a directly related field;
- A minimum of two (2) years of experience in product management, and/or project coordination or management, with proven experience working with an Agile team.
- Professional Agile Certification (Certified Product Owner, Certified Scrum Master)

Knowledge, Skills, and Abilities
- Knowledge of project or product management discipline;
- Knowledge of the principles of design thinking, and lean and agile software delivery;
- Knowledge of application software including presentation, spreadsheet, flow charting and word processing applications;
- Knowledge of principles and practices of producing effective product documentation including configuration documentation, technical support documentation, and knowledge documents for end-users;
- Knowledge of current trends in civic tech and information technology;
- Knowledge of customer service principles and practices;
- Knowledge of the courts, public sector organization and management, information systems and practices preferred;
- Skill in developing technical requirements and specifications to meet customers' needs;
- Skill in project planning, communication and collaboration; and organizing complex activities and coordinating with others to accomplish the project goals;
- Skill in making decisions, including being able to say no, or not now;
- 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;
- Skill with modern project management software solutions, such as ServiceNow and Teams;
- Ability to work in a fast paced, deadline-driven environment;
- Ability to work in a team environment involving matrix organizations;
- Ability to manage multiple initiatives simultaneously while maintaining quality and meeting customer expectations;
- Ability to effectively translate customer needs into functional requirements and ideal experiences that will be delivered on;
- Ability to collaborate with vendors, contractors, government personnel and others to achieve project objectives;
- Ability to communicate at all levels with clarity and precision, both verbally and in writing;
- Ability to resolve conflicting high-priority requirements;
- Ability to gather and analyze facts, draw conclusions, detect and define obscure problems, and propose feasible, cost-effective solutions;
- Ability to match system solutions to specific user requirements and functions;
- Ability to work independently;

- Ability to write, read, and interpret flow charts and other documentation;
- Ability to display an attitude of cooperation and work harmoniously with all levels of court employees, the general public, and other organizations;
- Ability to travel throughout the State of Idaho.

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.

The Idaho Judiciary 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.

Updated: 3/2020 SG; 9/2021 AP