



Washington Courts Employment Opportunity

Administrative Office of the Courts

IT CUSTOMER SERVICE SPECIALIST

For the Appellate Court Program

Our Mission: Advance the efficient and effective operation of the Washington Judicial System.

The Administrative Office of the Courts (AOC) is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration, and teamwork. It is committed to both employee growth and work-life balance.

Our diversity and inclusion efforts include embracing different cultures, backgrounds, and perspectives while fostering growth and advancement in the workplace.

Job #: 2021-35
Status: Regular, Full-Time
Location: Olympia, Washington
Salary: Range 58: \$58,260 - \$76,416 per year (DOQ)
Opens: June 8, 2021
Closes: Open until filled; first review of the applications to begin June 28, 2021. AOC reserves the right to close the recruitment at any time.

The Administrative Office of the Courts closely monitors COVID-19 pandemic updates and follows the state's health and safety recommendations for the community and our employees. We will be conducting our recruitment process remotely.

POSITION PROFILE

The AOC Appellate Court Program is seeking an IT Customer Services Specialist to support the Appellate Court systems. Reporting to the Customer Services Supervisor, the position is responsible for trouble-shooting incoming system related issues from the Appellate Court.

DUTIES AND RESPONSIBILITIES

- Serves as a resident expert for consultation and problem resolution on Appellate Court case management and peripheral systems.
- Tracks and responds to help tickets, phone inquiries and requests for information from court personnel; analyzes problems, and provides workable solutions.
- Develops documentation to help facilitate stakeholder self-reliance through AOC online knowledge base.
- Forwards problems outside of expertise to the appropriate Administrative Office of the Courts staff for assistance and resolution.
- Conducts research and analysis on topics related to judicial information systems, court business practices, and other criminal justice activities.

- Interacts and communicates information to subject matter experts to ensure consistency of information to users of applications supported by AOC.
- Performs other duties as assigned.

Detailed job information (scope of responsibility, essential activities, and key competencies, etc.) can be found by viewing the [Job Description](#) attached to this Announcement. Or at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts and the Announcement.

REQUIRED QUALIFICATIONS AND CREDENTIALS

- Six (6) years of experience working in client support and customer service data information environment including, at least two (2) years of experience working directly with applications supported by AOC; **OR**
- Six (6) years working in a court environment that uses applications regularly supported by AOC.

A combination of relevant education and experience may be considered in meeting the qualifications.

THE IDEAL APPLICANT WILL ALSO HAVE SOME OR ALL OF THE FOLLOWING EXPERIENCE, EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to travel that includes overnight stays away from the AOC offices.
- Understanding of the Washington State judicial system, including the jurisdictional limits and responsibilities of each level of court, and the roles and responsibilities of judicial staff and related justice partners.
- Proficient in preparing accurate written documentation related to business processes and court business operations, issue resolution, and other written communication.
- The ability to articulately deliver information and solutions related to business processes and court business operations in person, phone, or online meeting.

HOW TO APPLY / APPLICATION REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity.

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed, and relevant experience meeting the qualifications must be reflected on the application.

1. **Cover Letter** (no more than two pages)
2. **Judicial Branch/AOC Application for Employment**

A chronological resume may be submitted as a supplement; but not a substitute for a fully completed application.

The Judicial Branch/AOC Application for Employment can be found at www.courts.wa.gov/employ, under Current Openings, click on Washington Courts; the AOC. Application for Employment is located at the bottom of the page. Late applications will not be accepted when a deadline is

expressed.

Please email all application materials to: employment@courts.wa.gov in a PDF format (Word documents are also accepted).

Application materials will also be accepted by regular mail or by fax:

**Administrative Office of the Courts
Attn: Human Resources
PO Box 41170, Olympia, WA 98504-1170**

Fax number: (360) 586-4409

General suggestions for creating a good application packet:

- Read the job posting very carefully. Find out as much as you can about the position.
- Make sure you are very diligent in following all the application instructions. Include all requested documentation.
- Ensure your application and cover letter (if requested) directly address how you meet each of the required and desired qualifications.
- Make sure your application and cover letter reflect your best writing.

The initial screening will be based on the content and completeness of your application materials. Applications with comments such as "see attachments" or "N/A" will be considered incomplete.

IMPORTANT INFORMATION

- The workweek may fluctuate depending on workload or agency needs.
- Overnight travel may be required based on business needs.
- This position is not covered under the overtime provisions of the Fair Labor Standards Act (FLSA).

The AOC is an equal opportunity employer and does not discriminate based on gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Melody Long, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SPECIAL NOTE: Before a new hire, a background check, including criminal history, will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

ADDITIONAL INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) 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.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work-life in a wonderful community are just a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading-edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation, and Benefits.