

*REPOST

VACANCY NOTICE RHODE ISLAND JUDICIARY

Title of Position:	<u>Functional Specialist - JTC</u>	Classification Code:	<u>00661600</u>
Salary Range:	<u>Gr. 4423A \$43,164 - \$50,283</u>	Reference Position Number:	<u>2710-10100 - #0049</u>
Department or Agency Name:	<u>Judicial</u>	Application Period:	<u>January 9 -18, 2012</u>
Division/Section/Unit:	<u>Judicial Technology Center</u>		
Shifts and Days:	<u>Monday - Friday 1st</u>	Job Location:	<u>Providence</u>
Restrictions/Limitations:	<u>Pending availability of funds</u>		
Position Covered by Collective Bargaining Union Agreement:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Name of Bargaining Unit:	<u>Judicial, Professional & Technical Union Local 808</u>		

INSTRUCTIONS

STATE EMPLOYEE: Applications are now being accepted for the position(s) indicated. Please complete fully the CS-14 Application form; and the RIEEO 378 Affirmative Action Card. Remember to include either on the application or within a cover letter, both the Position Title and Number.

MOST IMPORTANT- please include the following information:

- ◆ The title of the position for which you are applying
- ◆ Name of department where you are currently employed
- ◆ Title of your present position and date you entered it
- ◆ Date you entered State service
- ◆ Your business telephone number
- ◆ Present Union Affiliation ***

***In certain agencies, bargaining union applicants will receive preferential consideration according to contract

NON STATE EMPLOYEE: Please submit an Application Letter and Resume to the address below. Please include the Position Title and Number.

MEDICAL INFORMATION: Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules and Regulations of the Americans with Disabilities Act (ADA)

DUTIES /RESPONSIBILITIES:

The Functional Specialist - JTC is responsible for providing end user training, developing and maintaining codes within the systems, working with court personnel during implementation of the systems, and assisting project staff with development of reports, training material, and business process procedures; This position will also be first-line support for the case management system; Development of functional specifications resulting from requests received by clerks and/or administrators in the courts (e.g.: report specifications, new application development specifications, etc.); Coordination between the courts and JTC's applications department for testing of any new reports, forms, or updates to the CMS; Assist in handling external requests documentation; Assist in extensive testing of any new applications and documentation of results found; Work across multiple projects with separate activities occurring simultaneously. (e.g.: scheduling calendar events, testing, documentation, etc.); Participate in the development of systems standards, policies, and procedures, and any other related duties as may be assigned; Provide technical assistance in person and by telephone or e-mail to judicial branch employees. (See further details attached)

EDUCATION/EXPERIENCE/SPECIAL REQUIREMENTS:

Graduation from a Senior High School; College degree preferred. Working relationships, the Functional Specialist has regular contact with court officials and court staff, department staff, and other state agency/institutions personnel. Must maintain a high degree of integrity, decorum, and respect for court personnel at all times and possess the ability to communicate with court personnel at all levels. Knowledge of courts in the areas of business processes, management systems, and culture resulting from over 5 years of experience in a court operation; 3 years in a project management environment is desired; Knowledge of current technology software applications custom written for or installed in the Rhode Island Judiciary for court operations or court case processing desired; Demonstrated ability to develop relationships among project team members, end users and management; Must have strong communication skills and organizational skills, with ability to multitask and respect deadlines; Excellent computer skills including proficiency in Outlook, Microsoft Office Suite are required; Knowledge of court's current Case Management System (ACS) a plus.

Apply within the application period as shown in this announcement. **NOTE:** Some state union contracts allow a 3 day grace period for receipt of application. This Office does not assume responsibility for applications sent through the mail.

SEND RESUME AND/OR CS-14 Application to:

Marisa P. White
Assistant State Court Administrator/Employee Relations
250 Benefit Street
Providence, RI 02903
Fax: 401-222-2625

TDD#: 401-222-3269

(Telecommunication Device for the Deaf)

STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY EMPLOYER

AMERICAN WITH DISABILITIES ACT (ADA) PROVISIONS

Reasonable Accommodation:

If an applicant is unable to perform any essential job functions because of his/her disability, but can achieve the required results by means of a **REASONABLE ACCOMMODATION**, then the individual shall **not** be considered unqualified for the position.

Examples of Work:

- Develop and maintain system codes for dockets, events
- Assist with the development of court-generated documents and reports
- Train court employees on all court systems
- Assist with development of training materials and business process materials on all court systems
- Review and make recommendations for software modifications and development
- Assist court users in troubleshooting and correcting case management issues
- Determine time estimates and schedule own work and resolve issues in a timely manner
- Research problems before approaching Business Analyst or Team Leader for assistance
- Identify and make recommendations around best practices, documentation and templates
- Conduct stand up training to a classroom of non-technical users
- Identify and initiate continuous training improvement opportunities
- Develop and maintain computer based training solutions
- Identify and track issues, risks and action items from training sessions
- Other duties as assigned

Knowledge, Abilities, and Skills

- Knowledge of court case management practices, processes and procedures
- Ability to communicate effectively with court and non-court, legal and non-legal, technical and non-technical staff
- Ability to use state of the art computer hardware and software to manage court cases
- Ability to operate standard office equipment
- Ability to provide technical assistance in person and by telephone or e-mail to judicial branch employees
- Assist with configuration, conversion, and upgrade testing
- Communicate accurate and useful status updates
- Manage and report time spent on all work activities
- Follow quality standards
- Ability to work in a team environment
- Strong communication skills; both written and spoken
- Must have patience for training users at varying skill levels