

**GILA COUNTY SUPERIOR COURT
COURT ADMINISTRATION
JOB ANNOUNCEMENT**

1400 E. ASH STREET, GLOBE, AZ 85501

POSITION POSTED: March 4, 2014

DEPARTMENT: **SUPERIOR COURT**

POSITION: **Court Case Management Systems Trainer**

LOCATION: **GLOBE**

JOB CODE: **2014-005**

CLOSING DATE: **MARCH 26, 2014**

ANNUAL SALARY: **\$38,147 - \$40,081, DOE**

NATURE OF WORK:

Provides training and systems support to Court personnel located throughout the Gila County Court system on the case management system.

DUTIES AND RESPONSIBILITIES:

- Develops and prepares documentation to use in training staff on Court case management computer systems and Court business processes; coordinates and delivers systems training for all Court personnel; educates staff regarding proper data entry/retrieval and business processes.
- Responds to inquiries and provides troubleshooting assistance to Judges and Court staff regarding system issues.
- Conducts monthly site visits to various County Courts locations to provide follow up assistance regarding systems questions and issues.
- Provides follow up training and documentation; utilizes system reports to ensure the use of correct business processes by Court personnel.
- Schedules and coordinates training on new/updated versions of the Court management computer system; provides on-site support when new system functions are implemented.
- Conducts special training sessions outside of Gila County including judicial conferences, new staff training in other counties, and training in other County departments.
- Provides technical assistance to other Court Systems Trainers as required.
- Submits monthly Trainer reports to Administrative Office of the Courts (AOC) Supervisor and Grant Writing Department at the AOC.
- Monitors Court databases to ensure Orders of Protection, DPS, MVD, and Negative Balance reports are free from errors; assists with correcting and cleaning up data errors.
- Conducts operational reviews of Court systems and business processes; provides recommendations and develops corrective action plans; coordinates related training.
- Assists with developing statistical and/or specialized reports for use by the Court.

WORKING ENVIRONMENT:

Work is performed in a standard office environment; work involves standing, walking, bending, and lifting up to 40 pounds; traveling to various training sites and locations.

EMPLOYMENT STANDARDS:

Bachelor's Degree in Education, Criminal Justice or related field and two (2) years experience in developing and delivering adult training; or equivalent combination of education, training and experience.

A valid Arizona Driver's License.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Knowledge of: Court functions and services; judicial procedures; Arizona statutes, court rules and procedures; court management systems and software; court business processes; training methods and standards; training documentation; processes for conducting operational reviews of court systems and business processes; systems reports; methods for providing troubleshooting assistance; customer service standards and protocol; standard computer software applications.

Job Title: Court Case Management Systems Trainer

Ability to: Coordinate and deliver systems training; develop training documentation; provide systems support to end users; conduct monthly site visits and provide follow up training; ensure the correct usage of business processes by court personnel; provide onsite support and training when new systems functions are introduced; monitor court database information/reports for accuracy; provide recommendations regarding court systems and business processes; prepare and submit monthly reports; communicate effectively orally and in writing.

Skills in: Delivering systems training and support to court personnel.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.