

SUPERIOR COURT OF MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Automation Field Trainer
OCCUPATIONAL CATEGORY: Technicians
DIVISION: Superior Court
EFFECTIVE DATE: 05/05/16



CLASS CODE: J340
FLSA: Non-Exempt
SALARY RANGE: 13
STATUS: Classified

JOB SUMMARY

Under general supervision, undertakes and provides essential business process and system support and on-site training to Judges and personnel in all limited and general jurisdiction courts in Mohave County. Assists Judges and personnel in use of court case management systems (AZTEC and AJACS) and other software to support court and criminal justice agency needs and business practices.

REPORTS TO:

Court Information Technology Director.

SUPERVISION EXERCISED

None.

ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Provides onsite business process and case management system support, technical assistance training to Judges, court personnel and criminal justice agencies using the court case management systems throughout Mohave County.
- Analyzes and evaluates business processes and case management system data and recommends ways courts can improve their business practices and case management usage.
- Serves as local resource for answering questions about correct business processes and use of case management systems and assures that available documentation is in place in each court.
- Coordinates case management system database clean-up activities as the AOC contact for these efforts; coordinates implementation of new legislation, especially as it impacts case management systems and case management tables; coordinates case management system updates and installations with users, external entities and the AOC; and assists with local code table additions to assure they are made correctly.
- Provides central source for sharing of forms and minute entry templates; and assists courts in providing accurate monthly caseload statistics and quarterly revenue reports to the AOC.
- Assesses individual and/or system needs for training and assistance; identifies training programs, develops curriculum and provides training; learns and remains aware of court system operations, needs and processes.
- Travels to remote court sites to train users, develops and provides training for new employees in basic desktop automation tools and the court case management systems; develops and presents training programs for various business practices utilized by the court; assists in problem resolution and facilitates automation implementation.
- Assists users in developing macros, reports and forms on the court automation system.
- Serves as local resource for assisting customers on case management system/desktop software questions and issues; documents issue in local resolution management software, tracks problem, keeps user updated on progress of resolution and confirms resolution.
- May assist in the review of court operations and helps implement changes to operations, policies, procedures, protocols and/or other operating documents; as authorized, creates, updates and maintains forms; assesses and analyzes court business processes and procedures; identifies and recommends improvements.
- Drafts, composes, reviews, edits and/or revises a variety of written documents, summaries and reports.
- Updates and maintains a variety of training, service and related logs, files and records.

- Completes training curriculum for Field Trainers and attends periodic and ongoing training/meetings in Phoenix. This position requires frequent travel to all courts within Mohave County and to the Administrative Office of the Courts in Phoenix.

SECONDARY JOB FUNCTIONS

- Undertakes special projects as required/assigned.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of the court system, court procedures, court rules and Arizona statutes and how they apply at the Superior Court, Clerk of Court, Justice Court and Municipal Court levels.
- Knowledge of the state's selected software products(s) for court automation and Windows operating system.
- Knowledge of court operations, process, procedures and business practices of Mohave County Courts at the Superior Court, Clerk of Court, Justice Court and Municipal Court levels.
- Knowledge of the functionality of Crystal Reports report writing and other software used by court personnel.

Skill in:

- Skill in applying adult learning theory in the development and facilitation of training programs.
- Skill in developing curriculum and effectively teaching/training adult learners.
- Skill in analyzing, troubleshooting and resolving problems associated with the use of court computers to support essential business practices in the Superior Court, Clerk of Court, Justice and Municipal Courts.
- Skill in learning various software applications and planning, developing and implementing training to transfer learned knowledge to others.
- Skill in assessing, evaluating, prioritizing and handling multiple tasks, projects and demands.
- Skill in problem solving and making sound independent decisions.
- Skill in working under pressure in a highly dynamic work environment with changing demands and priorities.
- Skill in establishing and maintaining effective working relations with Judges, co-workers, other Court and County employees, representatives of other governmental agencies, general public and others having business with the courts of Mohave County.
- Skill in maintaining confidentiality and in communicating effectively both orally and in writing, including public speaking.
- Skill in operating a personal computer utilizing a variety of commonly used and specialized software applications including but not limited to word processing, Windows operating system and Crystal Reports.

Ability to:

- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.

WORK CONTACTS

Regular contact with associate personnel, other county departments, other agencies and the general public.

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 20 pounds.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

An Associate's Degree in Business Administration, Computer Science, or related field from an accredited college or university **AND** two (2) years of relevant experience in a general and/or limited jurisdiction court **OR** any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. Direct relevant experience above two (2) years may be substituted for the college degree on a year for year basis.

SPECIAL JOB REQUIREMENT

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).

- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.