

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Administrative Support Specialist – Business Systems
Job Code: 8150
Pay Grade: 39
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Performs administrative and a variety of specialized tasks in support of the Adult Probation Enterprise Tracking System (APETS), a statewide database system for tracking probationers. Coordinates activities and functions associated with the implementation, training and education of the APETS program to ensure that goals and objectives are accomplished in accordance with established priorities, time and funding limitations and statewide guidelines. Perform as the assistant site coordinator for administrative and technical activities including training, application problem resolution, resolving operational and process functions, evaluating data quality and tracking the success of the database utilization.

ESSENTIAL FUNCTIONS:

- Performs as a coordinator for projects and activities in support of the operation of APETS.
- Monitors, examines and reports on errors in database applications through the use of APETS system reports and web based application tools.
- Maintains a status of the system's operations and quality of data to regularly communicate to officers and staff operational issues, resolution to issues and alternative methods.
- Tracks and collects information on system errors and reports information to immediate supervisor. Initiates recommendations and drafts new procedures and processes to address application issues.
- Interfaces with information technology employees and Administrative Office of the Courts (AOC) staff to address and troubleshoot more complicated application malfunctions.
- Performs as the site APETS training coordinator, which includes leading the development of training goals and objectives, creating training curriculum and modules, creating specific scenarios in the training curriculum for administrative and technical business processes, scheduling training and facilities, establishing parameters for successful training and facilitating the training classes.
- Attends mandatory training provided by AOC for new and/or revised APETS applications, modules, reports and/or system administrator tools.
- Documents and maintains all records of training for compliance with division requirements, COJET compliance and to track in accordance to training goals and objectives.
- Participates in the testing of new APETS applications and programming functions to provide feedback and ideas to AOC.
- Supports the technical development and implementation of new and/or modified business system processes for officers and support staff.

- Participates in the development of division-wide standards and procedures for officers and staff to learn and operate new or modified operational APETS screens and/or processes.
- Provides division-wide support of APETS by fielding questions and requests for assistance to understand, operate and/or resolve problems with the system. Researches some problems, which may require the input of information technology and AOC employees to resolve.
- Maintains all documentation and records regarding the implementation of APETS business processes and applications, modifications, training, compliance requirements, division-wide standards and procedures, problems, errors and their resolutions.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Maintains DNA certification and testing requirements to perform as a back-up tester.
- Performs related duties, projects and special assignments as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of probation department policies and procedures, familiarity with Arizona Revised Statutes related to adult probation, knowledge of legal documents, record keeping and retention practices, and record filing practices.
- Must have knowledge of Microsoft software including Outlook, Word, Excel and PowerPoint.
- Must have skills in project management, including the planning of projects, coordinating multiple tasks, organizing, prioritizing and implementing activities successfully.
- Must have skills to research information, analyze the information for accuracy and completeness, use in reports or to formulate recommendations for technical problems or organizational issues.
- Must have the skills to use office equipment including desktop computers with Microsoft office software, facsimile machine, photocopier, calculator, and overhead equipment.
- Must have the ability to communicate effectively in writing and orally with a diversity of individuals internal and external to the court.

MINIMUM REQUIREMENTS:

A High School Diploma or equivalent G.E.D certificate and four years of progressively responsible administrative support experience in adult or juvenile probation or a directly related professional legal work environment; OR any equivalent amount of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver's license at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Supervisor, Business Systems. This position performs duties under general supervision and has no supervisory responsibilities.

Date: 05/07/06

Revised: