

**The Administrative Office of
The Supreme Court of Appeals of West Virginia
Position Announcement**

TECHNOLOGY SERVICES EMPLOYMENT OPPORTUNITY

Charleston, West Virginia

Posted 08/25/2020

The Administrative Office of the Supreme Court of Appeals of West Virginia (“AO”) announces the following professional opportunity within its Technology Services Division, headquartered in Charleston, West Virginia. The position is Application Support Specialist, reporting to the Service Delivery Manager.

Application Support Specialist

Position Purpose: This position provides enterprise user training and support as part of an application support team.

Minimum Qualifications: Bachelor’s degree and 4 years of experience organizing and conducting technical education programs, developing course content, and providing a dynamic learning environment. Additional years of qualified experience may replace bachelor’s degree.

Primary Duties and Responsibilities include:

- Develops course curriculum on technology applications used by the organization.
- Plans, organizes and delivers instructional programs.
- Develops and maintains user manuals and reference guides.
- Ensures users are knowledgeable in the course curriculum and teaches the courses in a consistent manner.
- Provides support and training to the Service Desk through updated training materials and/or scheduled trainings.
- Analyzes Service Desk requests and statistics to determine user application/training needs.
- Provides application testing, validation, and verification from the user perspective for new application releases/upgrades.
- Develops standardized formatting for project training deliverables.
- Works with cross-functional teams to ensure quality throughout the application development lifecycle.
- Other duties as assigned.

Preferred Knowledge, Skills and Abilities:

- Work experience related to West Virginia Circuit or Magistrate Courts.
- Strong interpersonal, organization, and time management skills.
- Certified paralegal with applicable attorney office/law firm experience.
- Ability to learn complex application systems and develop appropriate curriculum levels based on user role.
- Ability to think strategically and problem solve, and develop solutions in real time.
- Strong computer skills.
- Ability to be engaging and create an interactive learning environment.
- Proficient in Microsoft Office applications.

- Ability to multitask and perform in a dynamic work environment.
- Ability to communicate in a professional manner both verbally and in writing.

Working Conditions (Physical/Mental Demands, and Environmental Factors):

- Ability to work nontraditional hours as needed.
- Ability to regularly travel throughout the state which may result in overnight stays.

Continuing Education Requirements:

Maintain current knowledge on technology developments and trends in providing technology support in judicial and court administration through participation in a variety of outside programs, state and nationwide.

Maintain and acquire industry related certifications.

Criminal Background Check: All successful candidates must submit to a criminal background check.

COMPENSATION AND BENEFITS INCLUDE:

- Competitive salary based on experience and qualifications,
- Medical Insurance,
- Optional Flexible Benefits Coverage (dental, vision, disability, and excess medical),
- Life insurance,
- Defined benefit pension plan,
- Section 457 deferred compensation plan, 12 paid holidays, and
- Annual and sick leave.

THE ADMINISTRATIVE OFFICE (AO) OF THE COURTS:

The AO, located in Charleston, West Virginia, provides administrative direction and support to all elements of the state judiciary.

West Virginia Courts. West Virginia has a Unified Court System, under which all state courts, including Circuit Courts, Magistrate Courts, and Family Courts, are supervised and administered by the Supreme Court of Appeals. The Supreme Court of Appeals is also the state's only appellate court. The Supreme Court of Appeals and its Administrative Office are located in Charleston and housed in the State Capitol Complex. More information about West Virginia's Courts can be found on our website at www.courtswv.gov.

Equal Opportunity in Employment. It is the policy of the West Virginia judiciary to provide equal opportunity in employment for all persons, and to recruit, select, train, promote, retain, and discipline without regard to race, color, sex, age, disability, religion, sexual orientation, or national origin. Further, it is the policy of the West Virginia judiciary to maintain a professional workplace in which individuals are accorded respect, and an environment free of harassment, including verbal or physical conduct that creates an intimidating or hostile environment for any individual on any prohibited basis. As an employer with an Equal Employment Opportunity/Affirmative Action Plan, the Court complies with government regulations and related Equal Employment Responsibilities where applicable.

APPLICATION PROCESS:

To apply for this position, direct the following application materials to Joan.Mullins@courtswv.gov :

- Cover Letter,
- Resume,
- Professional References (at least three, including current contact information),
- Signed Court Employment Application (available on Court website), and
- Signed, Notarized Release for Criminal/Background Check (available on Court website).

Thank you for your interest in employment with the Supreme Court of Appeals of West Virginia.