

VERMONT JUDICIAL BRANCH

OPERATIONS ASSISTANT

Court: Court Administrator= s Office	Supervisor: Director of Trial Court Operations
Job Code: 93756J	Exempt/Non-exempt: Non-exempt
Pay Grade: 23	Union Eligible: Y

PURPOSE:

This position involves technical, administrative, problem solving and customer service work in the Operations Division of the Office of the Court Administrator. This person is responsible for one or more in-house web sites, data bases or networks, including development of applications and system maintenance. A major part of this person= s work will be responding to user requests for qualitative and quantitative information, working with users on problem definitions and solutions, data quality and consistency, and prioritizing and implementing programming enhancements. This position is supervised by the Director of Trial Court Operations, or their designee.

ESSENTIAL JOB FUNCTIONS:

\$ Maintains and coordinates the content of the Judiciary web page and/or other Judiciary-related web sites, data bases and networks.

\$ Compiles routine statistical and operational reports from the courts.

\$ Develops court-specific reports as directed.

\$ Coordinates and develops the specification of forms for use in the courts.

\$ Troubleshoots operational problems in the courts, including researching and responding to litigant and attorney inquiries and complaints.

\$ Assures that court staff are trained in matters related to the collection of data and operation of the data bases within the position= s responsibility.

\$ Assists in the identification and correction of data quality and consistency problems.

\$ Provides support to staff in the operation, maintenance and installation of computer systems, network configurations, hardware and software.

\$ Coordinates with and acts as liaison between docket procedure development and training teams, the RIS Division and the Employee Education Department as they develop new procedures, identify and address staff training needs, rededicate problems, and prioritize and implement programming enhancements.

\$ Maintains an understanding and working knowledge of the various statutes, administrative policies, guidelines, and rules and procedures related to the operations of the position= s respective trial court(s).

\$ Maintains effective working relationships with judicial officers, court staff and co-workers.

\$ Provides administrative assistance to operations staff.

OTHER DUTIES AND RESPONSIBILITIES:

\$ Performs related duties as required.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Court Administrator= s Office and the courts.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: Bachelor's Degree in computer science; OR Associate's Degree in computer science or college level course work that includes 15 computer science credits AND two years of experience providing support to staff in the operation, maintenance, and installation of computer systems;

OR four years of experience providing support to staff in the operation, maintenance, and installation of computer systems.

\$ Ability to work independently and effectively under time and workload demands.

\$ Ability to identify, analyze and resolve problems effectively.

\$ Ability to communicate effectively, both oral and written.

\$ Ability to exercise good judgment, tact and courtesy in dealing with people.

WORK ENVIRONMENT:

Duties are performed primarily in a standard office setting within the Court Administrator= s Office. Duties normally occur within a regular weekday schedule, however, this person may be required to work overtime to keep current with the work. Some travel may be necessary, for which private transportation must be available.