

VERMONT JUDICIAL BRANCH

REMOTE SERVICE DELIVERY ANALYST

Unit: Planning & Court Services

Supervisor: Manager

Job Code: 93753J

Exempt/Non-exempt: Non-exempt

Pay Grade: 23

Union Eligible: Yes

PURPOSE:

Using business process analysis and research on emerging technologies to continuously improve service delivery to users of the Vermont Judiciary. Explore and provide input to management on the use of remote service delivery tools such as video kiosks, online dispute resolution (ODR) solutions, and video conferencing for court proceedings. Research, evaluate, and benchmark performance against promising practices and best practices in Judicial and non-judicial settings. Act as onsite liaison to regional court leadership including Judicial officers and court managers. Assist in pilot projects designed to assess the use of novel or emerging technology solutions to the delivery of a wide variety of judicial branch services. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS:

- Act as liaison and facilitator between Judiciary management and technologists to assess and address challenges and opportunities involving the use of technology on Judiciary operations.
- Assess a wide range of Judiciary business practices and research service delivery models that can help the Judiciary take advantage of the full range of capabilities of its case management system and other novel or emerging technologies that can be used to promote access to justice and support research and evaluation on the benefits and limitations of the tools used to support the use of remote and hybrid hearings.
- Act as subject matter expert (SME) in demonstration and delivery of remote service delivery tools and processes such as video kiosks, online dispute resolution (ODR), and video conferencing for court proceedings.
- Provide onsite presence in regional courts to observe and assess the current state of the adoption of remote technologies and effective utilization of the case management system.
- Host and facilitate remote hearings with customers of the court and internal users.
- Troubleshoot technical problems with remote technologies by collating reported problem, interfacing with vendors and provide direction to less senior users of the technologies.
- Provide staff support to committees tasked with review of new technologies and alternate models for the delivery of judiciary services.
- May sometimes be assigned limited supervision of staff in the absence of the manager.
- Design, develop and deliver training to employees, judges, attorneys, and other users of the Judiciary's digital tools to ensure they can host or participate in remote hearings.
- Compile and analyze qualitative and quantitative data relating to key metrics relating to remote and hybrid hearings.
- Provide summary and other reports and compilations as requested by court management.
- Collaborate with members of the IT department to advance the functionality of the case management system.

- Troubleshoot operational issues in courts that relate to data and system integrity.
- Monitor case management systems utilization to ensure state-wide standardization and efficient use of systems and applications.
- This position is responsible for all duties defined and other duties as assigned such as training other employees in the use of technology for remote or hybrid hearings.
- The job entails the testing and operation of various types of technology software and hardware, and new equipment may be introduced at any time.

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 Judiciary.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

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

Education: Bachelor's Degree

Experience: One year experience in technical support or complex customer relations.

OR

Education: Associate degree

Experience: Three years' experience in technical support or complex customer relations.