



Wyoming Judicial Branch Position Announcement

Job Title: Applications Project Support Specialist

Location: Wyoming Supreme Court

Salary Range: \$55,000 - \$63,000 annually

Closing Date: Open until Filled.

The Wyoming Supreme Court, located in Cheyenne, Wyoming, seeks to hire an Applications Project Support Specialist to provide support for all Judicial Branch business applications. The position will apply proven communication, analytical, and problem-solving skills to help maximize the benefits of system investments. The position must learn and become intricately familiar with the business process of the courts. This position will also require competency with legal information, applications, and systems.

Information about the Court and Community

The Wyoming Supreme Court is the final arbiter of cases that arise under state law. Its decisions are final except for cases that involve a question of federal law, which can be appealed to the United States Supreme Court. The AOC assists the Judicial Branch in fulfilling its constitutional and statutory functions by providing administrative, technical, financial, payroll, auditing and human resources support to over 300 employees. Our goal is to provide services in an accurate, timely, efficient, and equitable manner. Our offices are in Cheyenne, Wyoming which is home to Cheyenne Frontier Days rodeo and abundant opportunities for outdoor recreation. Cheyenne, the capitol of Wyoming, is a growing metropolitan area which thrives on its Western heritage.

Information about the Benefits Package

In addition to an annual salary, employees of the Wyoming Judicial Branch receive a generous benefits package to include the State of Wyoming retirement pension plan and 457 Deferred Comp plan; affordable health insurance package including health, dental, life, vision, STD, LTD, long term care, ambulance coverage, and Employee Assistance Program; paid annual, sick and holiday leave, and much more.

Information about the Position

This position is responsible for assisting with the analysis, design, configuration, support, training and launch of case management and other court automation systems used by the Judicial Branch.

Supervisory responsibility:

This position does not have supervisory duties, but the position may distribute work, and review the work of others.

Job duties include the following:

- Support court clerk operations and functions by providing help desk support for Judicial Branch court automation systems. Identify and communicate trends, escalating to 2nd level Help Desk (Leads) as appropriate.

- Provide software and court process support. Assist clerks in resolving accounting and court practice questions within the court applications.
- Develop system documentation.
- Develop and execute comprehensive system test plans and test cases.
- Assist with creation of curriculum on various topics and applications. Create training strategies and materials, such as user manuals, workbooks, and videos. Perform training in a classroom setting, on-line, and pre-recorded.
- Create knowledge-based articles, training guides, Frequently Asked Questions documents, and provide details on help desk solutions.
- Meet with decision makers, system owners, vendors, and end users to define court and operations requirements and systems goals.
- Collaborate in the planning, design, development, and implementation of new court applications, and enhancements to existing applications.
- Provide on-site support for the rollout of new software. Support on-site go-live activities of a court onboarding to a new system. Assist the clerks with verifying the migration of data (if applicable) and navigating the new system in the production environment.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in court operating systems across the organization.

This position requires an ability to:

- Work effectively with others and maintain cooperative working relationships.
- Communicate clearly, concisely, and effectively with team members and end users.
- Conduct research into issues and products as required.
- Exercise flexibility and good judgment.
- Present information in user-friendly language.
- Work in a team-oriented, collaborative environment.
- Adapt to change.
- Learn quickly and creatively solve new problems.
- Travel to include overnight stays.

This position requires skills in:

- Excellent customer service.
- Building positive relationships.
- Clear written and oral communication.
- Analyzing issues and developing solutions.
- Troubleshooting and resolving problems.
- Project management.

This position involves knowledge of:

- Wyoming Judicial Branch case management systems.
- Wyoming laws and statute.
- The design, development, and implementation of judicial branch software solutions, systems, or products.
- Report software, spreadsheets, graphs, and flow charts.
- Microsoft Office 365.

Physical Demands:

This position requires mobility to work in a typical office setting. The applicant must have the ability to:

- Use standard office equipment.
- Sit at a desk for prolonged periods and work on a computer.
- Stand and/or walk occasionally to frequently.
- Read printed materials and computer screens.
- Communicate in person or over the phone.
- Lift up to 25 pounds at times.
- Travel.

Information about the qualifications and terms

Qualifications:

Education: Bachelors' Degree in Business, Legal, Management of Information Systems or closely related field.

Work Experience One to three years of business applications, case management, or project management experience. A minimum of four years of work experience is required without a degree.

Preference is given to candidates with direct knowledge and work experience with Branch business applications, project management, and/or case management systems.

Terms:

Employment is "at will."

FLSA: Non-exempt.

The Wyoming Supreme Court is a State of Wyoming employer.

Applications. Interested applicants must submit a cover letter, resume, and completed Branch application for consideration. [Click here](#) to complete the application process on-line. The Branch also accepts email and mail submissions. Please use the [downloadable application](#) and return the completed form along with a cover letter and resume to Wyoming Supreme Court, Attn: Human Resources Manager, 2301 Capitol Avenue, Cheyenne, WY 82002; or via email to breedy@courts.state.wy.us.

Veterans. If you are a United States Armed Forces veteran, or the spouse of a veteran who was married to that veteran at the time of that person's death and receive survivor benefits, to receive veteran's preference under Wyo. Stat. Section 19-14-102, you must complete the Veteran's Preference section of the Wyoming Judicial Branch At-Will Employment Application and attach a Form DD214 to the application.

EEO/ADA. The State of Wyoming is an Equal Opportunity Employer and actively supports the ADA and reasonably accommodates qualified applicants with disabilities.