



Clerk's Reporting Support Specialist 2

Category: Classified
Pay Grade: C20
Job Code: 18450

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs administrative work supporting the Clerk's Office state-wide reporting initiative. Provides support to state reporting across all case types. Depending on area of assignment, an employee in this class provides assistance to management to ensure accurate and timely submission of reports as required by state and local agencies; provides analysis, configuration review and setup, testing and project support for the introduction of technical and non-technical changes; and may provide significant input in the development and evaluation of state reporting changes affecting the Justice Case Management System. An incumbent supports some or all of a department's or multiple departments' automation activities.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Maintains library of reference material and documentation of state reporting business and configuration requirements.
- Monitors changes in policies, procedures and laws related to state reporting.
- Reviews and analyzes legislative changes and vendor documentation for enhancements to determine impact to state reporting and business processes.
- Assists with the configuration and support of document/workflow security, forms design, state reporting mappings and other necessary codes.
- Develops and maintains contacts and close working relationships with various state agencies to facilitate accurate state reporting of case data.
- Develops or coordinates development of procedures and training documentation with trainers/ supervisors/ lead clerks.
- Evaluates processes for audit and quality control checkpoints.
- Assists with preparing training materials for changes to systems.
- Conducts internal/external training for technical and non-technical enhancements.
- Assists with communications through intranet site to raise awareness of changes.
- Provides project progress reports to management and evaluate/report the level of success achieved after the implementation of system changes.
- Performs critical role for user acceptance testing for Odyssey Case Management System.
- Assists with troubleshooting analysis and problem resolution.
- Performs other duties and/or special projects as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of experience supporting court related information systems, systems administration, or case management systems with experience in computer information support; or an Associate's degree in business administration or a related field and one (1) year experience in computer information support; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications;
- Knowledge of research techniques, methods, and procedures to develop best practices and resolve technical issues;
- Knowledge of judicial processes, terms, and interactions;
- Knowledge of Courts Division processes, positions, procedures, and systems;
- Ability to communicate effectively, both verbally and in writing with peers and others;
- Ability to communicate with tact, patience, and courtesy at all levels of the organization;
- Ability to assist lower level personnel with training of new technologies;
- Ability to establish and maintain effective working relationships with internal and external customers;
- Ability to understand, follow, and to provide specific instructions, priorities, policies, and procedures;
- Ability to identify, troubleshoot, manage, and resolve complex problems;
- Ability to understand impacts of technical changes on existing processes;
- Ability to establish and maintain effective working relationships with employees, other agencies and the public;
- Ability to work and make decisions under pressure and meet all deadlines, goals, and objectives as set forth;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc., and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone, and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.

- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.