

CLERK'S REPORTING SUPPORT SPECIALIST

Job Code	Pay Grade
18450	CL11

Nature of Work

This is administrative work supporting the Criminal Court Records state-wide reporting initiative. Work provides support to state reporting across all Circuit /County Criminal case types. Depending on area of assignment, an employee in this class provides assistance to management to ensure accurate and timely submission of the Offender Based Transaction System (OBTS), Traffic Citation Accounting Transmission System (TCATS), Comprehensive Case Information System (CCIS), and Summary Reporting System (SRS). An employee in this class provides analysis, configuration review and setup, testing and project support for the introduction of technical and non-technical changes. The incumbent may also 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 department's or multiple department's automation activities.

Minimum Qualification Requirements

- 3 years experience supporting court related information systems, systems administration, or case management systems with experience in computer information support; or
- Associate's degree in Business Administration or a related field and 1 year experience in computer information support; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License (CDL) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are 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

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications.

CLERK'S REPORTING SUPPORT SPECIALIST (continued)

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Knowledge, Skills, and Abilities (continued)

- 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.

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Created	EEOC Code	Overtime Code
10/14	Administrative Support	Classified