



**HAWAII STATE JUDICIARY
NOTICE OF EMPLOYMENT OPPORTUNITY**

**CJRI INFORMATION TECHNOLOGY SPECIALIST
Criminal Justice Research Institute**

The Hawaii State Judiciary invites qualified persons to apply for a Full-Time, Permanent, Exempt **CJRI Information Technology Specialist** position for the Criminal Justice Research Institute located in Honolulu, Hawai'i.

ORGANIZATION OVERVIEW:

The Criminal Justice Research Institute (CJRI) is administratively attached to the Office of the Chief Justice. The Institute's focus is to examine all aspects of the criminal justice system for the purpose of assisting the State in understanding the system in a more comprehensive way and ensuring the protection of individual rights, increasing efficiencies and controlling costs. To accomplish this goal, the Institute will examine all areas of the criminal justice system, including police, prosecutors, defense counsel, courts, pretrial services, probation and parole and will also examine the manner in which related areas, including mental health services and drug treatment services, intersect with the criminal justice system.

The information technology (IT) specialist is assigned highly complex IT work. The work is primarily in the support of CJRI applications, with a secondary role in support of Information Technology and Systems Department (ITSD) applications support area. The IT specialist may work alone, with customers or in teams of other specialists and consultants. Significant judgment is required and minimal supervision is provided. The IT specialist will use a mix of forms and screen generation tools; report builders; and software tools to work on middleware; database management systems; applications, database and file servers; and operating systems.

SUMMARY OF DUTIES:

PRODUCTION SUPPORT SERVICES

- Receives and prioritizes tickets from supervisors or customers for production support. Customers include Criminal Justice Research Institute and Judiciary staff, external government entities, private attorneys and the public. Acts independently on tickets, however for more difficult or larger tickets with significant time and resource requirements, consults with supervisors to prioritize requests. Responds to emergency situations and resolves problems expeditiously to minimize impact to customers.
- Communicates with customers and works with them to troubleshoot and resolve their tickets. Work includes data corrections, report writing and database updates. Works with customers to resolve administrative, operational, and functional problems by providing specific case processing information and assistance. Where the cause of the ticket is, an application bug or enhancement, works with the application vendor(s) to fix the bug. When feasible makes modifications to software and/or databases to fix defects or enhance the customers' experience.

- Works with infrastructure vendors or ITSD Infrastructure Division (Infra) 1 or 2 to troubleshoot and identify hardware, software, or operator error problems sources, Ensures that system procedures and standards are being followed or works with the vendors or Infra 1 or 2 to recommend changes and alternatives.
- Meets with the customers to ensure that their needs are met and that the production support processes are efficient and effective. Provides an analysis of any issues and presents recommended and alternative solutions.

SYSTEM DEVELOPMENT/MIGRATION/UPGRADE

- Provides technical and functional support to the project team and customers during system development, migration and upgrade.
- Participates with project team in extracting requirements from customers and documenting court processes, including data analysis, to provide improved solutions to operational challenges. Participates in the preparation of conceptual and detailed documentation for application modifications, including management and operational controls, external interfaces, datasets, reports, resource requirements, conversion approach and information flow for user forms.
- Participates in the development of test plans and test scripts, and participates in system testing and assists with user acceptance testing.
- Participates in writing, editing, and updating of manuals, standards, guidelines, and other case processing working aids. Assists customers in preparing orientation and training materials to meet the needs of operational units. Maintains and updates court forms and document templates used in automated processes.
- Maintains data in control and validation tables and assists the database administration team with maintaining database structure necessary to store court and program information. Assists the project team with data conversion.

TRAINING AND TEAMWORK

- Participates in formal training to stay current with technologies adopted by the Criminal Justice Research Institute and Judiciary. Consults with customers and project vendor personnel to understand new and existing court processes adopted by the Judiciary.
- Schedules, leads, conducts and/or attends and participates in meetings, conferences, informal training seminars, user groups, and other necessary group discussions to disseminate and/or collect information relative to the Judiciary.
- Assists in the training of IT staff on new support and diagnostic skills. Assists in the training of customers on system processes including initial and remedial training on basics and navigating through the application.
- Provides positive input, and collaborates and works effectively as a team member and/or serves as a team leader in IT related matters and projects. Coordinates IT activities with vendors and other external private and public entities. Consults with other branches of the Judiciary and other criminal justice agencies to ensure coordinated service delivery to program areas.
- Provides assistance, information, and guidance to other Infrastructure Division staff and vendors on various applications/systems or hardware in functional area(s). Establishes and maintains effective working relationships with customers and vendors. Keeps supervisor abreast of developments in all functional areas.
- May provide technical assistance on special projects under the direction of other technical staff, as assigned by the supervisor.

OTHER DUTIES

- Prepares written status updates, reports, memoranda, and correspondence. Extracts and prepares statistical reports and analyses derived from Criminal Justice Research Institute and Judiciary databases. Participates in short- and long-term planning. Participates in the maintenance of update of the Judiciary intranet and Internet web sites.
- May lead certain project activities with other team members and vendor resources.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to systematically approach and resolve complex problems through research, analysis and evaluation of various alternatives. Ability to clearly present highly complex ideas in both oral and written communications.
- Ability to work well with others, interacting as a team member and building consensus. Ability to multi-task while preserving good organizational skills. Ability to act with a sense of urgency while providing outstanding customer service. Possesses a work ethic that balances integrity and accountability with adaptability and resourcefulness.
- Knowledge and experience with Structured Query Language (SQL) in an Oracle Environment.
- Knowledge and experience in Microsoft Office applications, web-based application environments, and relational databases.
- Knowledge and experience in a database query language that sufficiently allows re-training in other query languages with minimal effort.
- Knowledge and experience in a computer programming language that sufficiently allows re-training in other programming languages with minimal effort.

DESIRED KNOWLEDGE, SKILLS, ABILITIES

- Knowledge and experience with Business Intelligence tools such as Crystal Reports.
- Knowledge and experience with Python programming.

OTHER REQUIREMENTS OF THE POSITION

The position may be required to work outside of normal scheduled work hours, including weekends, days off, nights, etc., and be scheduled to work variable work hours to support a 24 hour, 7 day, 365 a year operation on short notice. The position may be required to travel to other offices on O'ahu and on the neighbor islands.

CITIZENSHIP/RESIDENCY REQUIREMENTS

Applicants must be citizens, lawful permanent residents (resident aliens) or nationals of the United States, or non-citizens with unrestricted employment authorization from the U.S. Citizenship and Immigration Services, U.S. Department of Homeland Security.

All applicants shall become residents of the State within thirty (30) days after beginning their employment and as a condition of eligibility for continued employment.

TYPE OF APPOINTMENT

The selected candidate will serve in an exempt (non-civil service) at-will appointment which is excluded from the requirements of selection by merit competition and from civil service status. Exempt (non-civil service) appointments are considered at-will, which means that the hiring authority may terminate the employment relationship at any time.

SALARY AND BENEFITS

The starting salary is \$6,682/monthly or \$80,184/annually.*

*Effective July 1, 2024, the starting salary will be \$6,922/monthly or \$83,064/annually.

Exempt (non-civil service) employees are eligible for a range of benefits, including, but not limited to, the following:

- up to 13 paid holidays each year.
- up to 21 vacation leave days per year.
- up to 21 sick leave days per year.
- Reasonable time off with pay for jury duty, bereavement leave, and certain military duty
- Membership in the state retirement system.
- Employer/Employee shared premium contributions for enrollment in the state sponsored health coverage.
- Free life insurance policy for employees.
- Deferred compensation supplemental retirement savings plan.

HOW TO APPLY

Applicants are required to submit a cover letter and resume to the attention of Irene Abut by email to: IreneMae.O.Abut@courts.hawaii.gov.

In order to expedite the hiring process, only qualified candidates that are short listed will be selected for an interview and contacted.

CONDITIONS OF EMPLOYMENT

The appointment of the selected candidate will be pending a background check and other pre-employment clearances.

THE HAWAII STATE JUDICIARY IS AN EQUAL OPPORTUNITY EMPLOYER