



Position Available
Technology & Training Development Specialist
Michigan Court of Appeals
Salary: \$83,874.96 - \$109,954.08

The Information Systems Division of the Michigan Court of Appeals is currently seeking qualified applicants for a Technology & Training Development Specialist. The position will design, develop, and conduct training sessions and provide technical support and documentation for judges and court staff, as well as outside attorneys and support staff to help individuals perform their duties effectively and efficiently. Assist the software development team in the design, testing, and training for the case management system to ensure it meets the business requirements of the Court. The primary responsibilities for this position include:

- Assist with major IT system transitions and upgrades and conduct training on all software, hardware and other equipment used at the Court.
- Coordinate and provide in-house orientation training for all new employees and conduct follow up visits to reinforce initial training, to discover and define problems, and to recommend corrective measures.
- Coordinate and conduct seminars on procedural topics with other departments and state agencies. Continually assess and update current training and development programs and develop new programs using the latest training methods.
- Design, develop, and distribute instructional materials including technical manuals, presentations, and other user documentation for judges and court staff. Maintain a set of self-help knowledgebase resources for Help Desk and end-user reference.
- Participate in the development, testing, quality control, troubleshooting, and documentation of the proprietary case management system.
- Design, develop, and implement desktop solutions that leverage Microsoft Office applications, including specialized and interactive templates, macros, web applications, and supporting databases to enhance the ease of using software for end users.
- Interact with the network infrastructure team to assist with designing and developing configurations and custom solutions to be deployed on Court systems. Research, test and recommend new devices, software, and hardware for use with existing information systems.
- Manage Court website by writing, editing, and proofreading content using a web browser.
- Update, troubleshoot and maintain mobile devices for Court-based functionality. Test, design and implement solutions for mobile/remote worker hardware and software.
- Coordinate communication broadcasts to Judges and Court staff to keep them informed about their working environment.

EDUCATION AND EXPERIENCE: Bachelor's degree in computer science, business administration, or related field. Five years of professional experience in training and/or computer technology.

KNOWLEDGE:

- Excellent written and verbal communication skills.
- Thorough understanding of how to interpret end user needs and translate them into application and operational requirements.
- Excellent interpersonal skills to communicate effectively with technical and non-technical users.
- Advanced computer skills, including macro creation, HTML, and static page web design.

ABILITY:

- Multitask and prioritize multiple projects with competing deadlines.
- Design, develop and conduct training. Apply adult learning theory, training and development theories and technologies.
- Plan projects, make decisions, and analyze technical issues.
- Prioritize multiple and complex tasks, working with interruptions, and dealing with frequent changes in organizational deadlines.

WORK LOCATION: Hall of Justice, Lansing, Michigan. Flexible work options, including hybrid (in-person/remote) work may be available in accordance with the COA Remote Work Policy. Occasional travel to other Court of Appeals' worksites.

TO APPLY: Please send your cover letter and resume in Microsoft Word or Adobe Acrobat to jobapps@courts.mi.gov and include "Technology & Training Development Specialist" in the subject line. If you are unable to send applicant materials electronically, please contact Judicial Human Resources: (517) 373-1147.

POSTING DEADLINE: Open Until Filled

AN EQUAL OPPORTUNITY EMPLOYER