Alaska Court System
Class Specification

CMS ANALYST II

Range: 16   EEO4: 02   SOC: 15-1211   Class Code: C3452

Definition:

Under direction, CMS Analysts II manage the user-defined functions of the trial court case management systems (CMS); maintain tables within the database; work with users to identify ways to better utilize the CMS and to make procedures more efficient; recommend changes to the software; manage requested modifications; coordinate the installation of upgrades and new releases of software; prepare reports; develop and/or participates in projects relating to the trial court CMS; manage the conversion of courts to the new CMS; and provide training to clerical and judicial staff.

Distinguishing Characteristics:

CMS Analyst II is the full working level of the CMS Analyst series. Incumbents perform administrative functions requiring a high level of understanding of the CMS as well as court system policies and procedures. They develop solutions to improve the efficiency of court procedures related to the CMS.

Positions in this job class series are flexibly staffed. Progression to the higher level may occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at the higher level; and 5) is approved by the Human Resources Department.

Supervision Received: A CMS Analyst II works independently and receives periodic supervision. Methods of performing assignments are generally left to the judgment of the employee with the supervisor available for assistance if needed. Work is typically reviewed upon completion.

Supervision Exercised: A CMS Analyst II is not typically assigned supervisory duties but may assist in the training of lower level CMS Analysts.

Independent Judgment: A CMS Analyst II performs duties that require a high degree of independent judgment to analyze the CMS and court procedures, recommend solutions to problems, and develop modifications to the CMS or procedures.

Example of Duties:

Assist with development, implementation and maintenance of the trial court CMS. Serve as gatekeeper for proposed changes to the CMS, assess and take necessary action to implement changes.

Provide system security to include the assignment of proper security access to users; set up code tables to establish system requirements including system administration codes, financial management codes, case management codes, judicial management codes, and jury-related codes; add dyna buttons as needed by users; develop statewide forms in the CMS; and work with the court's forms manager to develop and standardize local forms for use in the CMS.

Oversee regular updates to informational tables, such as the attorneys list, statutes, etc.

Assist in training lower level CMS Analysts. Provide helpdesk assistance and training to users. Explain and interpret court procedures and polices related to the CMS.

Propose new and revised rules, procedures, and policies to better utilize the CMS and to make procedures and the systems more efficient.

Work with other agencies to identify appropriate system interfaces.

Interpret court procedures and policies related to the CMS.

Perform research, draft rules and policy proposals, and prepare instructional materials related to the CMS and court procedures.

Attend and/or chair committee meetings as assigned.

Assist with the conversion of data and implementation of CourtView, TrakMan, and InfoView in courts statewide, including training of judicial and clerical staff.

Knowledge, Skills Abilities:

A CMS Analyst II requires substantial knowledge of:
- Common desktop computer applications such as Word, Excel, and Outlook.
- Alaska Court System policies, procedures, and rules.
- CourtView, TrakMan, JuryView, InfoView, and Crystal Reports.

A CMS Analyst II requires skill in order to:
- Troubleshoot problem areas and show the appropriate degree of flexibility in problem solving.
- Provide appropriate training and helpdesk assistance to users.
- Analyze issues and develop solutions.

A CMS Analyst II requires the ability to:
- Communicate clearly, concisely, and effectively with users and outside agencies.
- Deal effectively and tactfully with court personnel, the general public, and other branches of government as needed.
- Identify issues, analyze facts, recommend solutions, and take appropriate action.
- Exercise flexibility and good judgment.
- Establish and maintain cooperative working relationships.
- Interpret court policies and procedures.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate;
AND
Two years of professional experience in the Alaska trial or appellate courts;
AND
One year of experience working with CourtView. The required professional work experience is met by service such as a Chief Deputy Clerk or Clerk of Court III with the Alaska Court System or similar experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate;
AND
Six months of work experience as a CMS Analyst I with the Alaska Court System;
AND
Successful completion of the training and development plan at that level.

02/02 – Original
11/03 – Revised
05/04 – Revised
12/06 – Revised, WPA
12/10 – WPA spec revision; review and correct crosswalk codes
02/14 – Remove MQQ's
02/15 – Class code change
05/15 – Change SOC Code
09/18 – Change SOC Code