

**Alaska Court System
Class Specification**

TRIAL COURT TRAINER 3

Range: 16

EEO4: 6

SOC: 13-1151

Class Code: C4209

Definition:

Under the general direction of the Clerical Education Manager, a Trial Court Trainer (TCT) 3 provides statewide, advanced-level training and technical instruction to trial court clerical employees with specialized emphasis on Alaska Court System case management and electronic filing applications. This class is responsible for developing statewide curricula, auditing system usage for compliance and accuracy, supporting major system or procedural changes, and serving as a subject-matter expert for court technology applications.

Distinguishing Characteristics:

Positions in the TCT series are responsible for orientating and training new employees in clerical and technical procedures. They are responsible for conducting internal audits to ensure accuracy and consistency in work. The TCT 3 is distinguished from a TCT 2 in that a TCT 3 operates on a statewide, as opposed to a district level. They possess advanced technical expertise in CMS and electronic filing applications and lead statewide training initiatives for court system modernization projects. They serve as a mentor and technical resource to district trainers.

Complexity of Tasks: The TCT participates in the implementation of programs designed to promote efficient daily operations of the trial court.

Independent Judgment: Duties of the TCT require independent judgement in training others on clerical, courtroom, and case management policies and procedures.

Supervision Received: A TCT 3 works under general direction of the Clerical Education Manager.

Supervision Exercised: The TCT 3 is not typically assigned supervisory responsibilities, but may be required to mentor trial court managers and district trainers.

Examples of Duties:

Conduct in-person and remote training sessions in coordination with local court management, including new-hire orientations, refresher training programs, advanced system instruction, and training related to procedural or technology changes.

Work with court supervisors and Clerks of Court to develop structured training plans for new employees and to establish methods for monitoring progress toward system competency and procedural compliance.

Observe clerical operations in trial court locations to evaluate training effectiveness, identify learning needs, and assess compliance with standardized case-processing and docketing practices.

Provide individualized coaching and technical instruction to court employees requiring additional support in electronic filing platforms (including OnBase, TrueFiling, Judicial Tools) and CourtView or successor applications.

Serve as a statewide subject-matter resource for case-management and electronic filing applications by responding to questions, interpreting policies and procedures, and directing employees to appropriate reference materials.

Travel to court locations statewide as needed to deliver training, assess local practices, and provide hands-on instruction.

Review local court functions and procedures for compliance with Alaska Court System statutes, rules, and administrative policies; collaborate with Clerks of Court and Rural Court Administrators to recommend improvements in clerical practices and system usage.

Identify court-technology-related knowledge gaps or inconsistent practices and work with local court managers to develop corrective training plans.

Assist supervisors with evaluating employee progress in CMS and electronic filing proficiency during onboarding, probationary periods, or remediation efforts.

Analyze workflows and docketing practices to identify inefficiencies; recommend constructive and efficient solutions; and coordinate with court leadership to develop training and implementation strategies.

Assist with improving data-quality in court locations by providing training on audit reports and corresponding case processing.

Participate in court modernization initiatives by developing instructional materials and delivering training related to new applications, enhanced functionality, or revised procedures.

Assist with pilot programs for new or upgraded technology platforms by preparing training plans, collecting feedback from users, and refining instructional approaches.

Maintain current knowledge of court technologies, CMS platforms, and electronic filing applications to ensure instructional content reflects current practices and statewide standards.

Recommend updates to court forms, procedures, audit tools, reports, and instructional resources when clarification, standardization, or training needs are identified.

Knowledge, Skills and Abilities:

A Trial Court Trainer 3 requires knowledge of:

- Alaska Court System statutes, administrative bulletins, rules, policies, and procedures;
- Court technology applications (CourtView, OnBase, TrueFiling, Judicial Tools, CourtSmart, BiLaunchPad);
- Trial court workflows by case type; and
- Courtroom and case processing operations.

A Trial Court Trainer 3 requires skill in order to:

- Update and design statewide training programs;
- Train on court technology applications;
- Audit clerical work for accuracy and compliance; and
- Communicate technical information clearly.

A Trial Court Trainer 3 requires skill in order to:

- Identify training trends and general gaps in knowledge;
- Recommend procedural improvements;
- Translate technical changes into plain language instructions; and
- Manage multiple statewide initiatives.

Minimum Qualifications:

High school diploma or GED AND three years of progressively responsible clerical, technical, or training experience with the Alaska Court System or a justice agency that includes substantial work with court case management and electronic filing applications, at least one year of which must have been in a position with primary responsibility for providing legal clerical training or technical instruction to others.

Qualifying legal training experience includes service in positions such as Trial Court Trainer 1 or 2, Court Supervisor, Clerk of Court, Chief Deputy Clerk, CMS Analyst, eFile Business Analyst, Rural Court Administrator, or equivalent roles with another employer.

OR

High school diploma or GED AND three years of experience in which a primary responsibility was the administration, support, analysis, or training of a court case management system or electronic filing platform, including at least one year providing training or technical guidance to end users.

Substitution:

Completion of 36 semester credit hours or 48 quarter credit hours of course work from an accredited college will substitute for one year of the required advanced clerical, technical, or training experience.

Completion of an appropriate vocational training course of study such as legal secretary, paralegal, or office skills will substitute for one year of the required advanced clerical or technical experience on a month-for-month basis.

No educational substitutions are available for the required one year of experience in a position with primary responsibility for providing legal clerical training or technical instruction to others.

Note: This position is in the partially-exempt service; incumbents serve “at-will” to the hiring authority.