

INGHAM COUNTY JOB DESCRIPTION

JUVENILE DATA COORDINATOR, CIRCUIT COURT (FAMILY DIVISION)

General Summary:

Under the supervision of the Family Division Administrator, assists in the coordination and analysis, statistics and case management system and functionalities for the Youth Center and Family Division. Serves as liaison with the MIS Department and outside system consultants. Provides user training, prepares system documentation and provides hardware and software support to department users.

Essential Functions:

1. Serves as technical liaison with County MIS and outside consulting firms on the case management system of the Family Division and the Youth Center.
2. Assists court management in identifying system needs and in automation planning and communicates these needs to MIS staff and consultants.
3. Attends meetings related to new software systems impacting the courts and serves as a resource on court operations to MIS specialists.
4. Maintains Juvenile Division and other assigned databases, includes maintaining systems security, assigning passwords, and ensuring proper access to applications. Executes data transfers and performs other data base management functions.
5. Responds to trouble calls regarding system hardware and software problems and resolves the problem or makes service requests to MIS and works with them to resolve the problem. Responds to user calls regarding software problems, works toward resolution, and works with the user to test the resolution of the problem.
6. As liaison to outside vendors developing new or revised systems, prepares requests for service to change or correct software issues.
7. Provides training to system users on a one-on-one or group basis to supplement the formal training offered by MIS and outside vendors. Trains users on the computer features, software packages, system revisions, and other areas. Schedules users for more extensive training with MIS.
8. Initiates data entry on new petitions and traffic appearance tickets. Enters specific Changes and updates on cases as they go through the Court Process.

9. Maintains and updates agency and court caseload lists. Maintains and updates statistical information required by the State Court Administrator's Office and other internal and external agencies. Generates ad hoc reports as requested.

10. Examines problems such as reports not picking up data and related issues.

11. Creates forms needed for the processing and flow of court information. Places forms on the system. Trains staff on forms and merges.

12. Assists in the research of the court hardware and software needs and makes recommendations regarding purchases. Works with MIS on system upgrades. Attends meetings to determine how system development within the County may impact the assigned courts.

Other Functions:

Performs other work duties as assigned.

(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.)

Employment Qualifications:

Education: A high school diploma is required. At least two year of advanced coursework in management information systems or a related subject is required.

Experience: Three years of related experiences is required. Related experience includes data processing, database management, network systems and general knowledge of software programs used by the Courts.

Other Requirements: None

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

Physical Requirements:

- Ability to sit, stand, walk, bend, stoop and stretch in order to troubleshoot equipment issues. Prolonged sitting is necessary.
- Ability to lift, hold and carry objects weighing up to 50 pounds.
- Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone
- Ability to operate a PC/laptop and other equipment as previously described.

- Ability to handle varying and often high levels of stress

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

Working Conditions:

The work environment is a typical office setting. Safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required.

