



**Position Available**  
**E-Filing Court Analyst**  
Judicial Services, State Court Administrative Office

The Judicial Information Services division of the State Court Administrative Office (SCAO) is seeking qualified applicants for two positions of e-Filing Court Analyst, reporting to the MiFILE managers. The selected candidates will become members of the MiFILE Business Operations Team in the support of the Michigan Judiciary's statewide e-Filing system. The Analyst must be skilled at planning, problem solving, analyzing situations, thinking creatively, and making decisions. Assignments will have a direct relationship to work done by other governmental units which affects the short-term success of judicial programs, services, and operations. The Court Analyst shall follow broadly defined policies, procedures, or instructions as directed by management and use discretion in applying generally appropriate procedures. Although approaches are generally predefined, the Analyst will need to modify or adapt those approaches to specific problems, and may need to assess intangibles, uncertainties, or incomplete information. Essential duties include, but are not limited to the following:

- Serve as a point of contact for customers seeking technical assistance.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Walk customer through the problem-solving process.
- Direct unresolved issues to the next level of support personal.
- Document issues and record solutions as part of IT service management and IT knowledge management.
- Assist in planning phase of new court onboarding.
- Assist with implementation phase of new court onboarding.
- Review and suggest improvements for new feature requirements and design documents
- Actively participate in requirements discussions to document, analyze, and translate functional and non-functional requirements into user stories, diagrams, and other deliverables.
- Assist the team as needed to complete stories and with troubleshooting problems and developing recommendations/solutions.
- Conduct feature testing.
- Deliver user training.
- Build and maintain relationships with court customers.
- Manage multiple priorities, customer expectations and relationships with all stakeholders.
- Communicate project issues and risks to the project management team.
- Develop and maintain guides and other resources in preparation for release of software enhancements.
- Collaborate, coordinate, and communicate across the MiFILE team and SCAO.

**EDUCATION AND EXPERIENCE:**

- A bachelor's degree in court, public, or business administration, or a related discipline, or equivalent experience is required. A master's or juris doctor degree preferred.
- Work experience with at least three years of progressively more responsible work managing court operations, or closely related assignments.
- Excellent interpersonal, written, and oral communication skills.
- Proficient with Microsoft Office Applications.
- Client-focused mentality.
- Ability to effectively present technical and non-technical information to all stakeholder groups.
- Able to multi-task in a fast-paced environment while remaining focused on service to the client.
- Cherwell experience preferred.
- Azure DevOps experience preferred.
- ITIL certification preferred.

**WORK LOCATION:** In-person, hybrid (in-person/remote), and remote work schedules are available for candidates who live and work within Michigan. Selected candidates are occasionally required to travel for meetings. The home location for this position will be the Hall of Justice in Lansing, Michigan.

**TO APPLY:** Please send your cover letter and resume in Microsoft Word© or Adobe Acrobat© to [jobapps@courts.mi.gov](mailto:jobapps@courts.mi.gov). Please include "E-Filing Court Analyst" in the subject line of your email. If you are unable to send applicant materials electronically, cover letters and resumes may be mailed to: Michigan Supreme Court, Human Resources Department, Attn: E-Filing Court Analyst, P.O. Box 30052, Lansing, MI 48909.

**POSTING DEADLINE:**

**April 6, 2023**

**5:00 p.m.**

AN EQUAL OPPORTUNITY EMPLOYER