



DELAWARE JUDICIARY  
ADMINISTRATIVE OFFICE OF THE COURTS

**Non-Merit Position**  
**(This position is exempt from the State of Delaware Merit Rules)**

**Posting #AOC0901N21**

**Application Support Specialist (1 Vacancy)**

**Opening Date: September 10, 2021**

**Closing Date: September 25, 2021**

**Salary:** \$48,871 - \$60,964 - \$73,057 per year (Minimum – Midpoint – Maximum)  
Pay Grade 16\*

**Recruiting For: Administrative Office of the Courts, Judicial Information Center**

**Location:** New Castle County **(Please check this location on your application)**

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\*Salary applicable for this position is based upon the qualifications of the individual applicant.

**Summary Statement:** The Judicial Information Center (JIC) is the technology division that supports the Delaware Judicial Branch as part of the Administrative Office of the Courts. JIC is seeking an Application Support Specialist for their office location in New Castle, Delaware. This position provides critical support for the various applications used within the Judicial Branch. This includes, but is not limited to, Case Management Systems, E-Filing Systems, Reporting and Public Access Systems and other propriety systems used by the Courts. This role will provide support through customer engagement, documentation, training, and application testing. The Application Support Specialists are part of daily support for the Courts and Public, but also participate in projects which introduce new solutions. Additional details of this role include:

- Creation and maintenance of documentation on the support and functionality of applications. This includes end user manuals
- Delivery of training on IT systems to the Courts, public and internal teams
- Leading testing efforts for JIC Projects where systems are added or modified
- Creation and execution of test scripts and use cases for new and existing systems
- Public user support for the Court's e-Filing systems including password resets, new account requests, on holds and other related helpdesk requests
- Provide support for system access requests and account creations

**Minimum Qualifications:** Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. At least 4 years working in an IT setting
2. A strong ability to learn complex applications and processes within the Delaware Judicial Branch (existing knowledge of Court applications and processes a plus)
3. Strong analytical and critical thinking skills. An ability to evaluate and drive resolution to complex problems
4. Basic IT technical knowledge, an understanding of basic IT concepts, and an ability to learn and understand technical concepts
5. Competency with common computing tools including the Microsoft Office Suite and IT Service Management (ITSM) Tools
6. Excellent verbal and written communication skills
7. Patience and a willingness to listen and understand customer experience and needs
8. Ability to lead effective interactions with cross-functional teams
9. Ability to anticipate potential issues and work proactively to resolve them
10. Strong organization skills with attention to detail

**Conditions of Employment:**

- Direct deposit of paychecks is required as a condition of employment.
- All new hires and transfers into information technology (IT) positions require a satisfactory criminal background check as a condition of hire. Additionally, the Delaware Information Security Policy (DISP) requires Data Stewards to be “a State employee with a cleared background check” and that “personnel have undergone a prescribed screening process/background check and completed appropriate non-disclosure agreements as relevant to their position and level of access.” This includes contractors, vendors, and auditors who have access to non-public data.

**Benefits:**

A teleworking option may be extended to the employee selected for this position if the criteria is met per the Delaware Judicial Branch Telework Policy.

To learn more about the comprehensive benefit package please visit the website at <http://ben.omb.delaware.gov/>.

**Submitting Your Application:** Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: [apps.aoc@delaware.gov](mailto:apps.aoc@delaware.gov) (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:  
Administrative Office of the Courts  
The Renaissance Centre  
405 N. King Street, Suite 507  
Wilmington, DE 19801-3700

**Attachments to Applications:**

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

**Accommodations:**

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary  
An Equal Opportunity and Affirmative Action Employer**