

**Alaska Court System
Class Specification**

COURT REPORTS PROGRAMMER II

Range: 20

SOC: 15-1021

EEO4: 02

Class Code: C0301

Definition:

Under direction, the Court Reports Programmer II independently designs, develops, and maintains court system reports using Crystal Reports or related report writing software; coordinates the activities of court system reporting and distribution processes; and facilitates the training and documentation on report standards and the use of Crystal Reports software.

Distinguishing Characteristics:

The Court Reports Programmer II is the advanced level of the series. Incumbents independently perform administrative functions requiring a high level of understanding of the Case Management System (CMS) and court system policies and procedures. Positions develop solutions to improve the efficiency and accuracy of the court system's caseload statistical, ad-hoc, and management reports.

Duties require a high degree of independent judgment in analyzing report requirements, applying and recommending solutions to problems, and developing modifications to report development and distribution processes or procedures.

The Court Reports Programmer II is distinguished from the Court Reports Programmer I by the training and closer supervision provided to positions at the lower level classification.

Supervision Received: The IS Manager provides minimal supervision at this level.

Supervision Exercised: Supervision is not typically assigned, although an incumbent may supervise clerical or technical support staff as necessary.

Examples of Duties:

Independently design, develop, and maintain caseload statistics for the Alaska Court System Annual Report, ad hoc reports, and managerial reports using Crystal Reports and other informational management tools.

Participate in all phases of database design and modification to suit the reporting needs.

Serve as gatekeeper for proposed changes to the reports, and assess and take necessary action to implement changes.

Interpret court procedures, policies, and business rules as they relate to the reports developed using Crystal Reports tools.

Facilitate the process and function as the gatekeeper for quality assurance on the statistical information and content of the reports prepared.

Assist customers with the collection and analysis of report requirements. Prepare statistical reports for the legislature and public requests.

Work with state and municipal agencies to identify appropriate uses of Crystal Reports in information sharing and exchange.

Monitor and modify the report performance by working with network and system programmers.

Specify, design, and manage the customization of the Crystal Enterprise to fit the court system environment.

Administer and maintain users, accounts, passwords, permission, and folder structure in Crystal Enterprise.

Provide system security requirements to include the assignment of proper security access to Crystal Enterprise users. Set up group and folder structures to manage all distributed Crystal Reports via the report distribution system.

Coordinate the upgrade and implementation of the Crystal Reports products. Test the release upgrade and updates.

Assist in training lower level Court Reports Programmers and provide helpdesk assistance to Crystal Reports developers and customers.

Perform research and draft standard and policy proposals. Draft instructional material as related to the Crystal Reports and report writing procedures.

Develop and maintain report documentation and standards for Crystal Reports. Organize and coordinate activities for the Crystal Reports user group. Advise and train other Crystal Reports developers with standard procedures and best practices.

Propose appropriate rules, procedures, or policies that may be necessary to better utilize the data warehoused through the court system's CMS and departmental computerized database systems and to make the use of report writing software more efficient.

Attend and/or chair report-related committee meetings as assigned. Perform other duties as required.

Knowledge, Skills, Abilities:

A Court Reports Programmer II requires advanced knowledge of:

- Business Objects Crystal Reports software from SAP.
- Concepts in databases and relationship database management systems.
- A wide range of court system business processes, procedures, and policies.

A Court Reports Programmer II requires skill in order to:

- Analyze customer requirements and translate arbitrary concepts and business practices into work order specifications; troubleshoot problem areas and show the appropriate degree of flexibility in problem solving.
- Provide appropriate training and Help Desk assistance to other Crystal Reports developers and end users.
- Use clear and concise verbal communication and strong writing skills.

A Court Reports Programmer II requires the ability to:

- Independently manage, organize, and prioritize a high volume of report and work order requests.
- Pay close attention to details.
- Adopt constant changes in the use of technology.
- Function with a high degree of independence under general supervision.
- Deal effectively and tactfully with court personnel, the general public, and other branches of government.

Minimum Qualifications:

Completion of the Business Objects Certified Professional Crystal Reports (BOCP-CR) program Level One and Level Two from SAP within the last three years AND one year of professional experience developing complex reports using Crystal Reports.

OR

Completion of the Business Objects Certified Professional Crystal Reports (BOCP-CR) program Level One from SAP within the last three years AND three years of professional experience developing complex reports using Crystal Reports.

OR

Four years of professional experience developing complex reports using Crystal Reports.

Note: This position is in the partially-exempt service. Incumbents serve “at-will” to the appointing authority.

3/05 - Original

10/05 - Revised

7/06 – Revised, MQs, WPA

5/09 – Revised, MQs

2/14 – Remove MQQ’s