



Pima County Consolidated Justice Court

Job Description

Job Title:	Field Trainer, Case Management Systems
Class Code:	5644
Class Title:	Field Trainer, Case Management Systems
FLSA:	Exempt
Court Status:	Court Classified
Minimum Qualifications:	
<p>An associate degree in Criminal Justice, Organizational Development, Business Administration, or a related field, and three years of progressively responsible experience in the justice system or, any equivalent combination of experience, training, and/or education approved by Human Resources. Preference may be given to candidates who have attended the Court's Leadership program or the Arizona Administrative Office of the Court's Leadership Institute.</p>	
Licenses and Certificates:	
<p>A valid Arizona Driver's license is required at the time of appointment. This position requires travel to the limited jurisdiction courts within Pima County, including Ajo and Green Valley, as well as to the Administrative Office of the Courts in Phoenix.</p>	
Summary:	
<p>Plans, organizes, coordinates, and delivers specialized educational training programs for court staff in Pima County in accordance with the state's educational standards. Complies with guidelines outlined in Arizona Code of Judicial Administration 1-302 and 1-304. Serves as an essential resource to support limited jurisdiction courts in Pima County experiencing case management system issues by providing training and technical support with understanding systems, processes, and best practices to ensure data integrity.</p>	
<ul style="list-style-type: none"> • Develops and delivers specialized training classes and programs for limited jurisdiction court employees. • Serves as the main point of contact for limited jurisdiction courts experiencing case management system issues by providing training and technical support with understanding systems, processes, and best practices. Ensures proper coordination and communication with internal and external customers to identify and resolve problems with court software applications. • Assists facilitators in the development of specialized course curricula and materials. • Conduct court-wide and department-need assessments to identify training opportunities to improve court operational efficiencies. • Identifies and evaluates significant trends and develops procedural changes and/or recommendations to 	

court administration.

- Participates in the recruitment, selection, training, performance evaluation, and counseling of staff.
- Accredits specialized learning programs in accordance with established criteria.
- Assists with training needs assessments by gathering data and assisting with preparing and delivering training presentations.
- Assists with reviewing and implementing new legislative changes or updates identifying potential areas for training. Preparing and delivering findings on new or existing court processes.
- Evaluates and recommend necessary changes or training to resolve continuing data integrity issues. Identifies areas where existing policies and procedures may require change or where new policies and procedures may be needed.
- Develops training materials, including on-the-job manuals and ensures procedures are updated and/or created.
- Assesses the integrity of case files in the case management system to ensure the accuracy, timeliness, and quality of the data. Recommends appropriate actions and training to correct data integrity issues.
- Prepares reports that identify data quality issues and reconciliation of internal processes to include performance reports for departments; Notifies the Case Management Supervisor of trends in input errors and the required corrective actions.
- Documents database errors to case management staff and communicates error resolution via electronic notifications.
- Leads regular quality control meetings serving as informal training sessions.
- Maintains and updates court automated and manual resources that pertain to case management processing and administrative operations.
- Reviews and analyzes monthly statistical reports and provides reports to various entities. Drafts standard and ad hoc reports for both quality assurance and statistical purposes for review by the Case Management Supervisor.

- Serves as the training liaison to the Administrative Office of the Courts on the Administrative Office of the Court's software rollouts and updates to AJACS.
- Serves as Digital Recording liaison.
- Assists with the strategic planning and implementation of educational projects.
- Participates in special administrative and operational court studies and projects.
- Participates in local and statewide committees developing training guidelines.
- Provides monthly reports to the Arizona Administrative Office of the Court (AOC) reporting completed training, and any case management system issues requiring AOC to address.
- Performs related duties, projects, and special assignments as assigned.

Knowledge, Skills, and Abilities:

- Must have knowledge of adult education, learning styles, and effective teaching techniques.
- Must have knowledge of the principles, practices, and techniques of developing and delivering training programs in an information technology environment.
- Must have skills with the operation of computers and in teaching others about the use of computers and software applications.
- Must have skills in preparing reports, training documentation, training manuals, and other instructional materials.
- Must have effective presentation skills.
- Must have the ability to communicate effectively with a wide variety of court employees, judges, judicial staff, court leadership, vendors, and the public.

Special Notice Items:

This job description may not be inclusive of all assigned duties and responsibilities. Essential functions, as defined under the Americans with Disabilities Act, may include any of the representative duties, knowledge, and skills listed above. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties that are not listed above; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. The court reserves the right to amend the duties and responsibilities at any time.

Physical/Sensory Items:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs. or less. At times may be required to work irregular, flexible hours.