Alaska Court System
Class Specification

FORMS PROGRAMMER I

Range: 14 EEO4: 03 SOC: 15-1051 Class Code: C3454

Definition:

Under general supervision, the Forms Programmer I is responsible for the development, implementation, and maintenance of a variety of electronic court forms and form-based products using specialized software applications. The position provides technical support to end-users within the court system and the general public.

Distinguishing Characteristics:

The Forms Programmer I is the entry level of the Forms Programmer series. Incumbents perform technical and administrative functions to assist in the development and maintenance of electronic court forms. The Forms Programmer I requires an understanding of Alaska Statutes, court rules, and the court's case management system. A significant portion of the duties of the Forms Programmer I is the completion of training in order to independently perform higher level work.

Positions in this job class series are flexibly-staffed. Progression to the higher level will occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at the higher level; and 5) is approved by the Human Resources Department.

Supervision Received: The Forms Programmer I receives general supervision at this level.

Supervision Exercised: Supervisory duties are not typically assigned.

Independent Judgment: Duties require the use of independent judgment in analyzing court forms, identifying and recommending solutions to problems, and developing modifications to electronic forms and form-based products.

Examples of Duties:

Complete a prescribed course of training in order to become proficient with the software used to develop electronic forms and form-based products.

Analyze, program, revise, and maintain existing and new court forms. Convert existing forms from Word to fillable PDF forms using Adobe Pro. Assist with the development of form wizards (interview-style guidelines) and smart forms.

Study and analyze programming manuals to become proficient in the use of programming languages and software applications. Write programs in languages such as HTML and others as

assigned. Read programming codes and apply changes to forms as assigned. Code and debug from formal program specifications, data descriptions and flow charts.

Serve as gatekeeper for proposed technical changes to forms. Develop and maintain form templates.

Update documentation for operating procedures and program procedures. Audit routine activities and monitor exceptions to make sure applications operate reliably.

Respond to calls for help using or troubleshooting form products. Analyze problems and trace their probable causes to computer, operating system, program, personnel, peripheral equipment, and other sources. Resolve problems or refer to others as appropriate. Prepare end-user documentation.

Work with users and outside agencies to identify ways to improve electronic forms and to make procedures more efficient.

Perform the installation of upgrades and new releases of software.

Assist in on-going training of court personnel in the use of electronic court forms.

Knowledge, Skills, Abilities:

A Forms Programmer I requires knowledge of:
- Computer applications such as Adobe, Word, Excel, and Outlook.
- Alaska Court System operating systems.
- Alaska Statutes, Alaska Rules of Court, ACS Administrative Bulletins, and court policies, procedures, and rules.

A Forms Programmer I requires skill in order to:
- Listen to end users to identify problems and find solutions.
- Troubleshoot problem areas and show the appropriate degree of flexibility in problem solving.
- Provide appropriate training and assistance to users.
- Analyze issues and develop solutions.

A Forms Programmer I requires the ability to:
- Communicate clearly, concisely, and effectively with users and outside agencies.
- Identify and recommend solutions to recurring problems.
- Exercise flexibility and good judgment.
- Establish and maintain cooperative working relationships.
- Interpret court policies and procedures.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate;
AND

Two years of work experience in which a primary responsibility was the maintenance, administration, and operation of a case management system.

OR

A high school diploma or General Educational Development (GED) certificate;
AND
Two years of work experience in basic computer software support which includes installing and/or troubleshooting software problems.

OR

A high school diploma or General Educational Development (GED) certificate;
AND
Successful completion of nine (9) semester hours of college level coursework in computer languages or system analysis.

OR

A high school diploma or General Educational Development (GED) certificate;
AND
One year of work experience using a computer for analysis, including experience in the use of computer reporting languages, spreadsheets or statistical packages.

04/14 – Original
05/15 – Change EEO4 Code