

**DEPARTMENT OF JUSTICE  
DIVISION OF OPERATIONS  
CASE MANAGEMENT SECTION  
BUSINESS & TRAINING SUPPORT UNIT  
DUTY STATEMENT**

**NAME:** Vacant

**POSITION #:** 420-054-5393-xxx

**JOB TITLE:** Associate Governmental Program Analyst

**STATEMENT OF DUTIES:**

The Associate Governmental Program Analyst (AGPA) performs a variety of complex tasks, either independently, on a team, or in a project lead capacity, in the training, support and maintenance of the Attorney General's Office case management system (ProLaw) and related integrated and non-integrated software applications. The AGPA should be highly analytical, and be knowledgeable in the ProLaw application, Microsoft Word, Hyperstyles, HotDocs, Best Authority, Westlaw Legal Court Calendaring Rules, and Microsoft Outlook. The analyst must be knowledgeable of the legal office's business policies, practices and procedures. The analyst will consult with executive, accounting and budget staff, legal division managers, and law practice section representatives and/or their clients to document business requirements, develop solutions using ProLaw and its integrated applications. The analyst will be responsible to develop training curriculum and to train legal processes and procedures using ProLaw and its integrated applications. The AGPA will provide end-user and client support and services via the CMS help desks. The AGPA will analyze the most complex issues and make recommendations to the Manager and/or Project Lead and will implement decisions made by the Manager and/or Project Lead. The AGPA will act as a lead or project manager on enterprise projects such as enterprise application upgrades or significant changes to business processes and procedures which require extensive preparation to prepare end users for successful deployment.

**SUPERVISION RECEIVED:** Under the general direction of the Staff Services Manager II, and the immediate supervision of a Staff Services Manager I.

**SUPERVISION EXERCISED:** None, but will occasionally act in a lead capacity.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate and work at a computer workstation for up to 8 hours a day in order to complete work assignments. Possess the ability to stand for long periods of time in a classroom. Ability to bend and lift up files/boxes weighing up to 25 pounds.

**TYPICAL WORKING CONDITIONS:** The AGPA works either in office, remotely, or a hybrid environment. Travel and overtime are required and occasional odd shifts during specified peak work load periods.

**HYBRID TELEWORK POSITIONS:** This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational

needs.

### **ESSENTIAL FUNCTIONS:**

#### **35% Business Analysis and Application Customization**

Independently or in a lead capacity, consult with executive, accounting and budget staff, legal division managers and law practice section representatives and/or their clients to gather the most complex business requirements and develop solutions in ProLaw or its integrated applications. Research and analyze issues, develop reporting, case tracking, and calendaring methods, queries and reports, and document templates. Test, document and implement same. Work with technical staff and other business analysts on special projects. This includes testing and evaluating new releases/versions of current applications and software under consideration for inclusion as a CMS or DOJ supported software. Certain projects may require standard project management methodologies.

#### **35% Curriculum Development and Training**

Independently or in a lead capacity, analyze training needs and delivery methods in order to develop the most complex training curriculum to meet the requirements of executive staff, management staff, budget staff, and law practice section representatives and/or their clients. Analyze business processes, test, and train other CMS analysts (train the trainers). Facilitate training to new and existing ProLaw users. Train section specific processes for the 25 legal practice areas as they relate to ProLaw and each of its third party integrated applications. Certain projects may require standard project management methodologies.

#### **25% Customer Support**

Provide end-user support related to the ProLaw application and its third party integrated applications via the CMS Help Desk (phone and e-mail). Troubleshoot technical and legal document issues (Word formatting, Legal MacPac, Best Authority), and instruct users on case management practices with consideration of departmental and section specific expectations. Document all help desk contact and resolutions provided.

Provide internal and external client report support and services via the CMS Reports mailbox. Answer questions regarding existing management reports and external client reports. Review and analyze the most complex report requests from internal clients and external legal office clients. Submit requests to report developer, review and validate reports and distribute same to clients.

Monitor and manage CMS Training mailbox. Analyze requests for training by supervisors and end-users to ensure students are enrolled in appropriate class(es), track training requests, schedule training and communicate unique user specific and group training needs to CMS Managers and trainers.

#### **5% CMS Internal Processes**

Perform quality assurance tasks to ensure design integrity, conformance by end-users to departmental and section expectations, and the quality of CMS training and customer support

services. Review and analyze help desk reports, obtain user feedback, consult with legal office supervisors and managers, work with technical staff to create data validation queries, create customized ProLaw queries to review ProLaw matters. Manage CMS training curriculum and end-user reference materials. Ensure the most current training curriculum and end-user reference materials are available in the appropriate matters in the Front Office ProLaw application and on the intranet. Support other internal process applications or business processes that assist CMS in the daily support of the legal enterprise.

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*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

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Employee's Signature

Date

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Supervisor's Signature

Date

**DEPARTMENT OF JUSTICE  
DIVISION OF OPERATIONS  
CASE MANAGEMENT SECTION  
BUSINESS & TRAINING SUPPORT UNIT  
DUTY STATEMENT**

**NAME:**

**POSITION #:** 420-054-5157-xxx

**JOB TITLE:** Staff Services Analyst

**STATEMENT OF DUTIES:** The Staff Services Analyst (SSA) performs a variety of tasks, in the training, support and maintenance of the Attorney General's Office case management system (ProLaw) and related integrated and non-integrated software applications. The SSA should be highly analytical, and be knowledgeable in the ProLaw application, Microsoft Word, Hyperstyles, HotDocs, Best Authority, Westlaw Legal Court Calendaring Rules, and Microsoft Outlook. The analyst must be knowledgeable of the legal office's business policies, practices and procedures. Under the direction of a Manager and/or Project Lead, the SSA will consult with law practice section representatives to document business requirements, develop solutions using ProLaw and its integrated applications. The SSA will be responsible to revise training curriculum and to train legal processes and procedures using ProLaw and its integrated applications. The analyst will provide end-user and client support and services via the CMS help desks. The SSA will analyze issues and make recommendations to the Manager and/or Project Lead and will implement decisions made by the Manager and/or Project Lead. The SSA will assist on enterprise projects such as application upgrades or significant changes to business processes and procedures which require extensive preparation to prepare end users for successful deployment.

**SUPERVISION RECEIVED:** Under the general direction of the Staff Services Manager II, and the immediate supervision of a Staff Services Manager I.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate and work at a computer workstation for up to 8 hours a day in order to complete work assignments. Possess the ability to stand for long periods of time in a classroom. Ability to bend and lift up files/boxes weighing up to 25 pounds.

**TYPICAL WORKING CONDITIONS:** The incumbent works either in office, remotely, or a hybrid environment. Travel and overtime are required and occasional odd shifts during specified peak workload periods.

**HYBRID TELEWORK POSITIONS:** This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

### **ESSENTIAL FUNCTIONS:**

#### **30% Business Analysis and Application Customization**

Consult with law practice section representatives to gather business requirements and develop solutions in ProLaw or its integrated applications. Research and analyze issues, develop case tracking and calendaring methods, queries, and document templates. Test, document and implement same. Work with technical staff and other business analysts on special projects. This includes testing and evaluating new releases/versions of current applications and software under consideration for inclusion as a CMS or DOJ supported software. Certain projects may require standard project management methodologies.

#### **30% Curriculum Development and Training**

Analyze training needs and delivery methods in order to modify training curriculum to meet the requirements of executive staff, management staff, budget staff, and law practice section representatives and/or their clients. Analyze business processes, test, and train other CMS analysts (train the trainers). Facilitate training to new and existing ProLaw users. Train section specific processes for the 25 legal practice areas as they relate to ProLaw and each of its third-party integrated applications. Certain projects may require standard project management methodologies.

#### **30% Customer Support**

Provide end-user support related to the ProLaw application and its third-party integrated applications via the CMS Help Desk (phone and e-mail). Troubleshoot technical and legal document issues (Word formatting, Legal MacPac, Best Authority), and instruct users on case management practices with consideration of departmental and section specific expectations. Document all help desk contact and resolutions provided.

#### **10% CMS Internal Processes**

Perform quality assurance tasks to ensure design integrity, conformance by end-users to departmental and section expectations, and the quality of CMS training and customer support services. Review and analyze help desk reports, obtain user feedback, consult with legal office supervisors and managers, work with technical staff to create data validation queries, create customized ProLaw queries to review ProLaw matters. Manage CMS training curriculum and end-user reference materials. Ensure the most current training curriculum and end-user reference materials are available in the appropriate matters in the Front Office ProLaw application and on the intranet. Support other internal process applications or business processes that assist CMS in the daily support of the legal enterprise.

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- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

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Employee's Signature

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Date

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Supervisor's Signature

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Date