

**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
OFFICE OF LEGAL SUPPORT SERVICES
CASE MANAGEMENT SECTION
BUSINESS INTELLIGENCE AND DOCUMENT AUTOMATION TEAM
DUTY STATEMENT**

NAME:

POSITION NUMBER: 420-054-4800-XXX

JOB TITLE: Supervisor I

STATEMENT OF DUTIES: Under the general direction of the Supervisor II, the Supervisor I utilizes the principles, practices and trends of public and business administration, including personnel management, program analysis and evaluation, program planning, and procurement. The Supervisor I works closely with CMS Supervisors, CMS technical staff, Legal Executive, Legal Division Managers, Legal Practice Areas, Division of Administrative Services, Programs (Legal Support Operations and Budget and Accounting Units) and CJIS Technical Programs in support of the legal enterprise. The Supervisor I is familiar with project management principles and practices. The Supervisor I provides daily supervision of Case Management Section project supervisors (analytical support staff). Additional supervision may include Student Assistants or Office Technicians. The Supervisor I is familiar with ProLaw, the Attorney General Office's (AGO) enterprise-wide case management system, and Cognos, the AGO's business intelligence, reporting and analysis tools.

The Supervisor I directs the activities of analysts who provide business and technical consulting services to the legal enterprise, consults with executive, accounting and budget staff, legal division managers, and law practice section representatives and/or their clients to document business requirements and develop solutions using ProLaw and its integrated applications for the purpose of document and report development. The Supervisor I is responsible for the successful execution of projects primarily in the areas of report requirements gathering change requests and will lead and manage initiatives and projects in the areas of solutions for the ProLaw application and its third party integrations such as Word, HotDocs and Adobe for the purpose of developing ProLaw and HotDocs templates.

SUPERVISION RECEIVED: Under the general direction of the Supervisor II of the Case Management Section.

SUPERVISION EXERCISED: Supervises analytical staff within the Business Intelligence and Document Automation Team.

TYPICAL WORKING CONDITIONS: Cubicle or office in a smoke-free environment. Travel to the various AGO offices is required. In a remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation.

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% General Supervision** - Supervises the day-to-day personnel aspects of staff of approximately three analysts who provide a wide array of support to approximately 2400 ProLaw users located in each of the six Attorney General's Offices, and various satellite offices across the state. Supervision includes business and technical problem analysis and resolution. The supervisor is responsible for identifying and assigning staff resources necessary to complete projects and provides oversight and quality control for all project management decisions on a day-to-day basis. The Supervisor I will consult with the Supervisor II on a regular and on-going basis and provides status reports of the projects. The Supervisor I ensures that all projects are tracked utilizing the CMS software tools. Supports staff, recognizes, and acknowledges team and staff accomplishments. Oversees testing, documentation and implements solutions for improvements that align with business needs and requirements. Supervisor I also acts as back up to Management Team.
- 25% BI and Document Automation** - Oversees a variety of activities performed by the analysts. These activities include research and analysis of query, report, and document template requests. Oversight is also required for the purpose of gathering and refining of requirements necessary for development of reports by the CMS report developers. Additionally, the Supervisor I is responsible to oversee the development and maintenance of the Attorney General Office's case-related ProLaw and HotDocs document templates. Analyze multiple alternatives, risks, and benefits for potential solutions. Manage the change process as it relates to documents. Review and approve all new document templates to ensure accuracy.
- 15%** Works with Training and Application Support and Quality Control and Data Integrity Teams Supervisor Is to ensure the integrity of the data in the Prolaw database and quality and consistency of training and processes. Responsibilities may include consultation with Division Executive staff, Senior Assistant Attorneys General, the Accounting and Budget Units, Legal Support Managers, CMS technical staff, CMS Production Report staff, CJIS and DLE Managers and ProLaw end-users in the development of the same.
- 10%** Represents the Case Management Section at meetings or conferences of interest to the Legal Office, Administrative Services Office, and CJIS as a subject matter expert and consultant on the applications CMS supports and legal office policies and procedures, as they relate to the ProLaw application.
- 5% Training** - Facilitate training for newly promoted Supervising Deputy Attorneys General regarding standard management reports. May also facilitate or oversee Cognos training.

5% Assists Supervisor II with budget projections, budget oversight, and BCP development; assists with development and administration of multiple information technology and software contracts, IT solutions providers, consultants and major software vendors. Perform Acting Supervisor duties when the Supervisor II is not available.

5% Recruit, interview, evaluate, select, and hire new personnel for the section. Conduct performance appraisals and prepare requisite evaluation reports. Develop supporting evaluations and recommendations for staff advancement and Merit Salary Adjustments. Take necessary preventive, corrective, and formal disciplinary action and document in accordance with State and Departmental policies, practices, and procedures.

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.

Employee's Signature

Date

Supervisor's Signature

Date