



Judicial Council of Georgia

Administrative Office of the Courts

JOB ANNOUNCEMENT

Position Title: Court Tools Support Specialist (JCATS & JDEX)

Department: Information Technology

Location: Fulton County, Atlanta, GA

Salary Range: \$50,600 - \$75,000

Reports To: Court Tools Support Manager

We are seeking a **Court Tools Support Specialist** to join our **Court Tools Support Team** in assisting Georgia's Juvenile Courts with case management systems and its associated data warehousing and reporting tool. This role involves customer service, technical assistance, administrative support, and stakeholder engagement.

Key Duties and Responsibilities

- **User Support & Training**

Provide direct support to court personnel and stakeholders using JCATS and JDEX

Assist users with troubleshooting, navigating, and utilizing system features

Document common issues and develop user guides or FAQs

Conduct training sessions and demonstrations as needed

- **System Administration & Data Support**

Assist with data entry, validation, and report generation

Work with courts to ensure data integrity and compliance with reporting requirements

Gather and analyze data for internal and external reporting purposes

Support integration efforts between JCATS, JDEX, and other systems

- **Stakeholder Engagement & Coordination**

Serve as a liaison between courts, IT teams, and administrative offices

Coordinate and communicate effectively with stakeholders to ensure timely resolution of issues and system improvements

Assist in gathering user feedback for system improvements

Work closely with internal teams to address stakeholder needs

- **Administrative & Travel Requirements**

Prepare reports and maintain documentation related to system usage and support requests

Travel within Georgia as needed for training, meetings, and on-site support

Additional Responsibilities (as time allows):

- Crosstrain on various other court tools supported by the Court Tools Support Team, including the Georgia Court Registrar, Gavel, and specific tools used by Superior Court Judges.
- Provide support for these systems as needed, ensuring a broader level of assistance across Georgia's court systems.

Required Qualifications:

- Experience working with Juvenile Courts
- Demonstrated knowledge of juvenile court processes, case types, terminology, and workflows
- Experience in customer service, IT support, or court administration
- Strong communication and interpersonal skills to work effectively with court personnel and stakeholders
- Ability to troubleshoot basic technical issues and follow documented procedures
- Experience working with case management systems, databases, or reporting tools is a plus
- Proficiency in Microsoft Office (Excel, Word, Outlook) and familiarity with data reporting

Preferred Qualifications

- Experience working with court systems, government agencies, or legal technology
- Knowledge of data entry, validation, and report generation best practices
- Ability to manage multiple tasks and adapt to changing priorities

Work Environment:

- Hybrid work model, requiring in office hours
- Occasional travel within Georgia to support Courts