

**The Administrative Office of
The Supreme Court of Appeals of West Virginia
Position Announcement**

Administrative Office – Kanawha County, Charleston

Employment Opportunity – Full-Time, Hybrid Role (in-office and remote)

Position Open Until Filled (Posted 09/22/2026)

Salary Range: \$60,000-\$75,000 annually

The Supreme Court of Appeals of West Virginia has an immediate professional opportunity for *Application Support Analyst* in Charleston, West Virginia. This position directly reports to the Director of Magistrate Court Services of the Supreme Court of Appeals of West Virginia.

Position Summary:

This position works with Court personnel, formatting and integrating multiple sources of Court data from different systems to identify trends, data patterns and key areas that require improvements. This position conducts clear and accurate analysis and produces reports for project teams in a concise manner. This position also works with cross-functional teams to develop and deploy clear processes and procedures. This position directly assists Magistrate Courts with process improvements, training and reconciliation of financial issues.

Essential Position Duties and Responsibilities:

- Develops and maintains process documentation.
- Educates employees on how to properly execute those processes.
- Understands business analysis of services, business process planning and improvement.
- Develops business process review, solution design, functional software configuration, and testing.
- User Acceptance Testing for all development
- Evaluates business processes to identify opportunities for process improvement.
- Gathers business and functional requirements from key stakeholders when needed for application development
- Identifies the business needs and provides solutions or steps to the solutions.
- Understands the business need and value proposition and can translate and articulate the requirements as a subject matter expert.
- Creates and supports design; and documents and maintains processes.
- Resolves attorney E-File questions
- Resolves advanced service desk tickets
- Performs other duties as assigned.

Requisite Qualifications, Education, and Credentials:

- Bachelor's degree in Business Administration, or related field. Additional years of qualified experience may replace bachelor's degree.
- Minimum two (2) or more years' experience in working with trial courts as the Clerk or Deputy Clerk, Minimum 2 years' experience in Magistrate Court Accounting
- Must have reliable transportation and valid state issued driver's license

Preferred Skills and Knowledge:

- Basic knowledge in generating process documentation.
- Analytical thinking and problem solving.
- Detail oriented and committed to a high level of accuracy.
- Excellent organizational, interpersonal and consultative skills.
- Strong written and verbal communications skills.
- Writing unambiguous, verifiable requirements to a testable level (functional and non-functional requirements).
- Experience working in cross-functional teams.
- Familiarity with Issue tracking and team collaboration tools.
- Statistical and/or spreadsheet applications.
- Ability to learn, understand and apply new technologies independently and with training.

Physical Requirements:

- Ability to lift and carry up to 25 pounds
- Ability to stand, walk, and sit for extended periods
- Ability to travel throughout the state, which may result in overnight stays

Working Conditions (Physical/Mental Demands, and Environmental Factors):

- Professional office environment
- Ability to work nontraditional hours as needed
- Occasional evening or weekend work
- Occasional travel for conferences, training and other purposes
- Frequent interruptions and changing timelines and priorities

Continuing Education Requirements:

Maintain current knowledge on judicial developments and trends in judiciary and court administration through participation in a variety of outside programs, state and nationwide.

Criminal Background Check:

Successful candidates must submit to criminal background check.

Compensation and Benefits include:

- Competitive salary based on experience and qualifications
- Medical Insurance
- Optional Flexible Benefits Coverage (dental, vision, disability, and excess medical)
- Life insurance
- Defined benefit pension plan
- 12 paid holidays, annual and sick leave

West Virginia Courts:

West Virginia has a Unified Court System, under which all state courts, including the Intermediate Court of Appeals, Circuit Courts, Magistrate Courts, and Family Courts, are supervised and administered by the Supreme Court of Appeals. The Supreme Court of Appeals is also the state's only appellate court. The Supreme Court of Appeals and its Administrative Office are located in Charleston and housed in the State Capitol Complex. More information about West Virginia's Courts can be found on our website at www.courtswv.gov.

Equal Opportunity in Employment:

It is the policy of the West Virginia judiciary to provide equal opportunity in employment for all persons, and to recruit, select, train, promote, retain, and discipline without regard to race, color, sex, age, disability, religion, sexual orientation, or national origin. Further, it is the policy of the West Virginia judiciary to maintain a professional workplace in which individuals are accorded respect, and an environment free of harassment, including verbal or physical conduct that creates an intimidating or hostile environment for any individual on any prohibited basis. As an employer with an Equal Employment Opportunity/Affirmative Action Plan, the Court complies with government regulations and related Equal Employment Responsibilities where applicable.

Application Process:

To apply for this position, please submit a letter of interest, completed Employment Application (available on the Court's website), and resume **Laura.Smith@courtswv.gov**

Thank you for your interest in employment with the Supreme Court of Appeals of West Virginia.

All positions of the Supreme Court of Appeals of West Virginia are considered at-will and may be terminated at any time, with or without notice or cause.