

NEW MEXICO JUDICIAL BRANCH

COURT INFORMATION TECHNOLOGY OPERATIONS MANAGER

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under administrative direction, manage the information technology (IT) operations of a judicial entity and supervise subordinate managers and division professional staff.

QUALIFICATIONS

Education: Bachelors' degree in business administration or management, project management, computer science, IT related engineering or other related field.

Education Substitution: Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

Experience: Eight (8) years of general IT experience. The following specific concurrent experience must be included within the general experience requirements:

- five (5) years of experience in project management, including scheduling, allocating resources and prioritizing technical tasks and projects;
- three (3) years of experience managing technical staff through subordinate supervisors and/or managers;
- two (2) years of experience managing or administering budgets;
- two (2) years of experience negotiating and managing contracts or software licenses or hardware acquisition; and
- three (3) years of experience in IT policy analysis and development.

Experience Substitution: Additional relevant education at the Master's Degree level may substitute for general experience at a rate of 30 semester hours equals one (1) year of experience. Education may not be substituted for the specific experience required.

Knowledge: Knowledge of management principles and techniques; supervisory techniques, employee coaching and performance evaluation, hiring, training, discipline and termination; backup and recovery software, hardware, standards and techniques; internet monitoring software; vendors, equipment type, Request for Proposal (RFP) process, contract terms and requirements; IT trends, techniques and emerging technologies; programming languages, operating systems, networking database, telecommunications methodologies and virus protection; industry standard security of computer and information network systems and disaster recovery procedures and equipment; capabilities and capacity of computer equipment, networking and applications; administration and customer support best practices and network architecture; project reporting and tracking methods.

Skill & Ability: Skill in training, supervising, evaluating and motivating subordinate managers and professional staff; mentoring staff for professional and personal development; delegating and managing work assignments; communicating effectively both orally and in writing with diverse parties using technical and non-technical language; analyzing problems, particularly in stressful situations and achieving effective resolutions; developing IT policies and procedures; overseeing and directing multiple projects simultaneously and meeting respective deadlines for those projects; multitasking; organizing and setting priorities; and preparing and making presentations; understanding general

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direction of judicial entity automation; managing time and resources effectively; utilizing a computer effectively in network management system software. determining which technology advancements will benefit the judicial entity. **Ability to** determine which technology advancements will benefit the judicial entity; understand general direction of judicial entity automation and establish and maintain cooperative working relationships.

EXAMPLES OF WORK PERFORMED

Plan, organize, direct and control the activities of the IT division; train, supervise, evaluate, hire and motivate subordinate managers and professional staff; participate in strategic and project planning; identify and analyze department and judicial entity information systems needs; develop automation standards and insure documentation for critical functions; ensure confidentiality, availability, accuracy and security of judicial entity data; establish and maintain physical security of a judicial entity and its servers, data backups and offsite storage; oversee the acquisition, inventory and disposal of the judicial entity's IT assets; provide assistance and technical expertise to professional staff in: managing servers and network administration, researching software applications and hardware equipment and in integrating software applications within operating systems and desktops/laptops; assist with developing internal policies on internet usage and other topics; prepare judicial entity's IT budget; develop, disseminate and monitor compliance to policies concerning IT resources and security to a judicial entity; ensure equipment and software applications are within budget and meet end user needs; evaluate quotes, negotiate contract terms and solicit bids for technology-based products and services; recommend equipment and software purchases; prepare reports, position papers and plans on status cost and utilization used for budgeting and long range planning; participate in a network of IT professionals and judicial peers to track pricing of IT services and vendor offerings; evaluate RFP's; develop, implement and manage a disaster recovery policy to ensure availability of IT services; stay abreast of and analyze IT innovations, developments and trends in system analysis, administration and operation, program design, software and network architecture; meet with and make presentations to end user, judicial management, judges and legislators; negotiate IT contracts, licensing and procurement services and terms with vendors; manage software and hardware licenses; interact with peers to share ideas, problems and resolutions to IT issues; monitor internet usage; staff internal IT committees; determine training needs for staff; implement professional development programs; manage upgrade and installation of new hardware and system related software; develop and apply information technology standards and policies; and identify and implement new technologies to enhance the long-term goals of the court..

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job.

Work is performed in an office, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be

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required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.