

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under minimal direction of the Information Technology Director, the Information Technology Manager plans, directs, and coordinates activities of technology projects to ensure that project goals are accomplished. Directly manages system support efforts through coordination of assigned staff and serves as a member of the Courts management/supervisory team. Assist and perform tasks necessary to ensure efficient and stable computer operations. Performs other related work as assigned.

TYPICAL TASKS

- Consult with users and review system project proposals to determine and develop goals, time frames, funding limitations, procedures for accomplishing projects, staffing requirements, and allotment of resources;
- identify and schedule project deliverables, milestones, and required tasks;
- direct and coordinate activities of project personnel to ensure projects progress on schedule and within budget;
- establish and monitor standards and procedures for systems support, computer operations, security, project reporting and documentation;
- develop and effectively utilize quality assurance test;
- manage activities of staff and third-party contractors who provide problem-solving support to computer users;
- assist in solving, non-routine or complex software, hardware, network and procedure problems;
- maintain and develop system strategy for tracking and managing team workload, analyzing environment for continuous improvement;
- manage installation of hardware and software;
- coordinate network architecture, evaluation, integration and installation;
- evaluate local area network hardware and software including servers;
- ensure communication and coordination of network schedule, backups and downtime to users and management;
- monitor, perform and/or ensure the planning and coordination of hardware and software security measures to safeguard all important/sensitive information;
- work with external service providers and vendors to identify, select, implement and maintain backup archiving software, hardware and processes;
- plan and develop policies and procedures for carrying out efficient computer operations;
- meet with key IT staff and other management to determine impact of proposed changes in hardware, network and software modifications/designs on operations and service to users;
- ensure the compliance of business continuity processes and procedures;
- monitors and maintains proper change control procedures.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of effective supervision;
- current computer technology and platforms, system life cycles and process management;

- software and systems quality assurance, control, and technical problem solving;
- principles of project management;
- principles and methods used in the analysis and development of information security.

Ability to:

- Supervise, train, coach, mentor, evaluate and discipline staff;
- develop project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources;
- understand highly complex information technology systems and issues;
- identify and recommend information technology solutions;
- maintain positive working relationships and communicate effectively, both orally and in writing;
- explore and evaluate new technologies;
- gain and maintain the confidence and cooperation of others;
- recognize problems of a sensitive or political nature and understand organization and understand organizational and political implications of decisions and recommendations;
- determine appropriate staffing needs.

PHYSICAL CHARACTERISTICS

The ability to bend, stoop, reach, push, pull and use a step stool to reach equipment stored above or below shoulder height; lift and carry items up to 50 lbs; speech and hearing sufficient to communicate effectively in an office environment; manual dexterity to operate a computer keyboard; remain in a stationary position for extended periods of time. Personal mobility to work in various office and courtroom locations.

EDUCATION and EXPERIENCE

Either A: A Bachelors degree in Computer Science or a closely related field. (Job-related experience may substitute for the required education on a year-for-year basis.) – AND – Four (4) years of full-time or its equivalent experience performing progressively responsible information systems duties, one (1) year of which must have included supervisory and/or administrative responsibility in an automated information systems area.

Or B: An associates degree or 60 semester units or 90 quarter units from an accredited college or university or a certificate of completion from a job-related, accredited vocation institution. (Job-related experience may substitute for the required education on a year-for-year basis.) – AND- Six (6) years of full-time or its equivalent experience performing progressively responsible information systems duties, one (1) year of which must have included supervisory and/or administrative responsibility in an automated information systems area.

OTHER CONDITIONS OF EMPLOYMENT:

Employees must be willing and able to respond to after-normal workday or irregular and on-call emergency requests on nights, weekends, and holidays.
This position may require a valid California driver's license.