



Pima County Consolidated Justice Court

Job Description

Job Title:	Information Technology Manager
Class Code:	5699
Class Title:	Management & Supervision Level 2 - Courts
FLSA:	Exempt
Court Status:	Court Classified
Salary Range:	\$72,078 - \$108,117 annually
Minimum Qualifications:	
<p>A Bachelor's Degree from an accredited college or university with a major in Computer Science, Management Information Systems or a related field <u>and</u> five years of information technology experience two of which must be in a supervisory capacity; OR any combination of education and/or experience as approved by Human Resources.</p>	
Licenses and Certificates:	
<p>None required, but preference given to applicants with specialized certification or licensure relative to the area of assignment.</p>	
Summary:	
<p>Directs, plans, organizes, and coordinates all programs, functions, and activities of the Information Technology Division to fulfill communication and information technology service requirements of the Pima County Consolidated Justice Court (PCCJC). Provides leadership as a member of the Court's leadership team to ensure that services are provided in alignment with the Court's mission under the direction of the Court Administration.</p>	
Essential Duties:	
<ul style="list-style-type: none"> • Champions the values of the court through example and accountabilities; • Oversees the planning, implementation, direction and management of all functions and resources of the division to achieve the mission of the division and the Court in an efficient and effective manner; • Communicates a vision and provides division leadership to focus employees so they may become proficient and motivated to do their best work through hiring, disciplining, evaluating employee performance, investigating and resolving grievances and coordinating other human resource action; • Coordinates assigned supervisory personnel and their projects ensuring timely and quality activities for the benefit of the division and the court; • Provides advice and direction to technical and professional employees on matters pertaining to systems development, quality assurance, computing and communication equipment requirements and staffing; • Exercises oversight authority and broad discretionary judgment to manage all functions and resources of the division to achieve the division's and court's strategic priorities; • Leads the development and continuing refinement of the Court's critical systems-related programs; • Assists with the implementation and evaluation of policies, programs, projects and procedures; • Accountable for ensuring overall security of automated systems; • Resolves customer service issues by meeting with customers, researching service problems, identifying problems and providing solutions; • Assesses the needs of end-users by documenting current physical and logical systems and new system requirements through the use 	

of interviews and formal structured analysis techniques;

- Collaboratively and cooperatively works with court staff and management to analyze court needs to ensure consistent interpretation and adherence to Information Technology Division goals;
- Develops and implements user service and support policies and procedures to ensure the highest quality of support;
- Maintains professional knowledge through such means as attending seminars, reviewing professional publications and participating in professional organizations. Plans and provides training for court personnel;
- Develops program specifications, including logical procedures to solve problems or provide more efficient computer operations, develops cost information and presents recommendations to management;
- Prepare and justify the PCCJC Information Technology Division budget;
- Responsible for system design and compatibility to court needs and existing equipment;
- Develops and monitors performance specifications for services provided by outside vendors and the PCCJC Information Technology Division.

Additional Duties:

- Schedules and coordinates preventive maintenance on all PCCJC computer equipment and databases;
- Writes and submits grant proposals to acquire computer equipment and IT related services;
- Reports to the Court Administrator and PCCJC management on projects, future plans, security and performance information;
- Prepares reports as requested by judges or management to various internal and external agencies;
- Completes duties, special assignments and projects as assigned.

Knowledge of:

- Operations and applications of software, hardware and PCCJC automated information systems;
- Project management, systems analysis and design, file organization and programming applicable to automated information systems;
- Conversion and adoption of manual office practices and procedures to automated information systems;
- Statutory requirements affecting management of sensitive court data;
- Operating principles, capabilities and limitations of automated information systems, peripheral equipment and computer software;
- Effective training, supervision and communication techniques.

Skill in:

- Oral and written communication;
- Project planning, management and control applicable to automated information systems;
- Analyzing the conversion of operations to automated information systems;
- Identifying, analyzing and resolving information system problems;
- Conducting, organizing, analyzing and documenting information system and computer program research;
- Participating in and serving on special committees;
- Worked with other agencies;
- Preparing, monitoring and administering the PCCJC Information Technology budget;
- Supervising others in technical aspects of automated information systems.

Special Notice Items:

All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials. Preference may be given to applicants who are Spanish speakers.

Physical/Sensory Items:

Typically performs duties in an office environment and may lift material or equipment weighing twenty pounds or less.