

COURT TECHNOLOGY MANAGER

DEFINITION

Under direction, incumbents in this classification are responsible for providing management oversight of all technology and telecommunications functions within the court. Incumbents apply advanced management principles that have critical impact on the organization and on the public; exercise strategic thinking with court-wide application and impact; develop and implement programs and operations critical to the court; and perform related work as assigned.

CLASS CHARACTERISTICS

This is a management-level classification. For each appellate district, the incumbent acts as the recognized technical and managerial expert for the court evaluating, designing, developing, and implementing information technology processes and functions for the court through subordinate staff.

The Court Technology Manager serves as a strategic and visionary project manager, and subject matter-expert for the largest and/or most complex information systems projects, and provides guidance, direction, and oversight for work assigned to department staff. The Court Technology Manager is the highest point of technical escalation for district information technology issues. The incumbent has the highest level of responsibility for supported systems and projects, and is held accountable for the overall design and interoperability of projects and systems.

EXAMPLES OF DUTIES (*illustrative only*)

Managerial & Strategic Duties:

- Serves as IT department head and technical representative for the court in relations with other departments, other appellate courts, the Judicial Council, vendors, service providers, and other stakeholders.
- Develops and implements goals, objectives, roadmaps, policies, procedures and work standards related to information technology for the court.
- Manages, prioritizes, assigns, and evaluates the work of information technology staff; mentors staff in the use of various technologies; provides for their professional development; creates performance and development plans; recommends discipline as required.
- Plans, organizes and oversees a variety of the most complex, critical and highly sensitive information technology projects and activities.

- Works directly with Justices, executive management, the appellate court management team, Judicial Council information technology staff, and key stakeholders to align business goals and effectively communicate IT strategy, purpose, direction and solutions.
- Uses strategic management techniques to develop short and long-term goals, desired outcomes and performance expectations for identified technical areas requiring attention.
- Evaluates and recommends technology for the court, including the provision of feasibility study reports, and expense forecasting; reviews and/or develops technology related budget change proposal (BCP) requests.
- Ensure court strategy is compatible and aligns with overall judicial branch technology strategy.
- Manages budget and funding for district information technology functions, and monitors expenditures.
- Establishes and oversees compliance with department business processes including equipment inventory, asset tracking, and life-cycle management.
- Establishes processes to ensure that output is consistent with vendor documentation, application requirements, departmental standards, standard operating procedures, and service level agreements.

Technical Duties:

- Formulates and directs the development and implementation of best information systems practices and protocols, ensuring alignment with industry and judicial branch standards, and emerging technologies.
- Evaluates technologies to determine if they will support and enhance the department's functions and ensures they meet requirements in alignment with court and judicial branch strategic and tactical plans.
- Monitors and analyzes systems/network utilization to evaluate system health, capacity capability, and performance; develops reports and presentations on system utilization to inform the business units of impending capacity issues to support short and long term planning.
- Reviews application/system architecture and makes recommendations regarding technical and operational feasibility.
- Participates in and contributes to branchwide technology initiatives as time allows.
- Consults with internal/external business and technical staff to define systems specifications considering business/user requirements and related dependencies.
- Collaborates with other judicial branch technology professionals to share, leverage, and re-use technology wherever possible to quickly deploy solutions and avoid redundancy.
- Acts as the highest point of escalation in resolving the most complex technical issues within a multi-vendor environment.
- Develops, establishes, and oversees information security policies and strategies; ensures that appropriate security controls are implemented; develops disaster recovery plans; deploys backup, restore, and recovery systems; provides security training, etc.
- Oversees and reviews access to systems in order to maintain security in accordance with information security best practices and IT standard operating procedures.
- Ensures operability of various technology components.

- Orchestrates, oversees, and/or provides court-wide training on court specific technology issues.
- Approves and coordinates system outages to conduct proactive or reactive maintenance on technology infrastructure and applications.

WORKING CONDITIONS

- Incumbents may occasionally be required to work outside of normal business hours including nights, weekends, holidays, and on an emergency basis.
- Incumbents will generally work in an office setting, but may be required to travel statewide on occasion.
- Incumbents may be required to lift and move equipment weighing up to 50lbs, with or without accommodations, to sit and/or stand for long periods, and to use standard computer-related equipment, including small hand tools.

QUALIFICATIONS

Knowledge of:

- Basic supervisory principles, practices and techniques.
- Administrative principles, practices, and procedures associated with human resources, business services, information systems, finance, security, and other services.
- Systems performance and optimization design.
- Problem solving and conflict resolution methods and techniques.
- Infrastructure design concepts.
- Information security practices, protocols, and trends as it pertains to ensuring secure, confidential, and available data/systems and balancing associated risks.
- Multiple hardware/software platforms and the integration of different operating systems, middleware, and messaging system management.
- Procurement processes for government entities including the creation of contracts, and procurement documentation.
- Industry best practices and emerging technologies.
- Principles and techniques of creating project resource estimates and budgets.
- Project management principles, techniques, and methods.
- Disaster recovery strategies and protocols required to develop, support, and maintain disaster recovery plans and solutions.
- Principles and techniques of preparing a variety of effective written materials and oral presentations.
- Applicable work rules, policies, and safety practices.

Ability to:

- Plan, direct, and review the work of others.
- Develop and implement goals, objectives, and work standards.
- Analyze systems' performance and maximize efficiency.
- Provide mediation, negotiation and conflict resolution.
- Oversee application and/or infrastructure design, development, deployment, and support of local area networks.

- Develop comprehensive technical project and budgetary documents to secure funding.
- Maintain accurate records of work performed and update procedures manuals.
- Mentor staff in work procedures and the use of software products.
- Develop and maintain relevant subject matter expertise.
- Communicate technical software and hardware issues to management, and prepare and advocate recommendations.
- Work independently within established guidelines.
- Establish and maintain effective working relationships.
- Communicate effectively, orally and in writing.

Licenses and Certificates:

Must have a valid California driver's license.

Education and Experience:

Bachelor's degree and six (6) years of experience providing technical and/or business process support, analysis, or project management for designing, deploying, operating, and maintaining computing environments, local area networks, and providing technical user support including at least two years of supervisory experience. Additional directly related experience and/or education may be substituted on a year-for-year basis.