

HCRC INFORMATION SYSTEMS MANAGER

DEFINITION

Under policy direction, manages the information systems operations of the Habeas Corpus Resource Center (HCRC); performs related work as assigned.

CLASS CHARACTERISTICS

This is the manager level in the HCRC Information Systems series. Incumbents are responsible for managing personnel and programs within organizational and policy confines while ensuring accomplishment of organizational goals and objectives.

EXAMPLES OF DUTIES (*illustrative only*)

- Develops and implements goals, objectives, policies, procedures, and work standards for the information systems operations at the HCRC.
- Plans, organizes, administers, reviews, and evaluates the work of staff.
- Creates performance and development plans for employees, conducts periodic discussions about progress on performance and development plans, and prepares written performance reviews and discusses same with assigned staff.
- Oversees or provides for the selection, training, professional development, and discipline of staff.
- Plans, manages, reviews, and evaluates programs related to the information systems operations at the HCRC.
- Develops, administers, and monitors budgets of the information systems operations at the HCRC
- Negotiates service agreements, contracts, and maintenance agreements with outside vendors.
- Works with internal committees as necessary in developing HCRC policies, priorities, goals, and objectives and assists in their implementation as necessary.
- Assists with the development and implementation of objectives, plans, and directives of an HCRC technology committee.
- Represents the Information Systems operations to internal and external customers, including the other branches of government, other state agencies, and other components of the judicial branch on issues pertaining to the agency's operations.

WORKING CONDITIONS

- Attend meetings outside of normal working hours.
- Work evening and weekend hours.
- May be required to travel outside of the Bay Area as necessary.

QUALIFICATIONS

Knowledge of:

- Management principles and practices, including goal setting; employee development; program development, implementation, and evaluation; and the supervision of employees.
- Principles and practices of budget development and administration.
- Principles and practices of information systems architectures, designs, strategies, implementations and management.
- Principles and practices of management of electronic information.
- Principles and practices of local and wide area network management.
- Principles and practices of Internet, Intranet and Web-based technologies.
- Problem-solving and conflict resolution methods and techniques.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Develop and implement goals, objectives, policies, procedures, and work standards.
- Manage programs and staff often through subordinate supervision.
- Translate agency information systems goals, objectives, and policies into day-to-day operations.
- Develop effective work teams and motivate individuals to meet goals and objectives and provide services in the most effective and efficient manner.
- Develop and administer the budget of the Information Systems operations.
- Analyze policy issues as they relate to the implementation of information technology in the HCRC; identify and present opportunities and obstacles clearly, concisely, and logically in both written and oral form.
- Interact successfully with agency staff, vendors, consultants, the Legislature, and the public.
- Develop and maintain relevant subject matter expertise. Ability to suggest implementation of new technologies or adaptations of existing technologies as appropriate.
- Use initiative and independent judgment within general policy guidelines.
- Effectively negotiate program and service agreements with outside vendors and consultants.
- Monitor the work of consultants.
- Knowledgeably and effectively represent the HCRC on issues pertaining to information systems and information technology.
- Apply problem-solving and conflict resolution methods and techniques.
- Work effectively with internal committees, user groups, and task forces.
- Evaluate computer hardware, software and specified applications. Ability to develop product recommendations that are consistent with organizational policy guidelines and user needs.

- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Use tact and discretion in dealing with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree and six years of experience in information systems, records management, statistics, or a related field including a minimum of two years of increasingly responsible management experience. Additional years of experience may be substituted for the required education on a year-for-year basis. An advanced degree may substitute for one year of the required experience.

OR

Two years in a supervisory analyst position within the judicial branch; or
three years in a senior-level position within the judicial branch.