

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

I/T PROJECT MANAGER

CLASS CODE: 99-31-52

POSITION PURPOSE

Knows all Unified Judicial System (UJS) systems, serves as an internal consultant by providing expert technical leadership and guidance to other application development and maintenance staff and contractors, and provides project coordination for development and maintenance teams. Works with UJS committees to review and prioritize development and maintenance requests, and to ensure completion of requests in a timely manner. Administers, maintains, develops, and implements policies and procedures for ensuring security and integrity of application databases.

DISTINGUISHING FEATURE

This position is distinguished by effective project management that results in timely updates to, and creation of, computer systems that meet business needs and increase user productivity; effective application development and maintenance that results in correct and efficient data processes and reports; effective system analysis that results in understanding processes and data, clear communication with business users, and correct impact statements; effective staff management that results in lower stress levels and higher productivity; and effective problem management which results in continuous access to computer systems.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Works with assigned Information and Technology committees, the UJS Business Analyst, and UJS system users to ensure application changes meet business requirements and system goals, and fulfill end-user requirements.
 - a. Defines information requirements, determines alternative technologies, and estimates resources needed.
 - b. Conducts feasibility analyses regarding IT impact.
 - c. Defines and develops information system designs.
 - d. Participates in implementing solutions.
 - e. Monitors project milestones and informs supervisor of anticipated delays.
 - f. Manages project scope and oversees change management issues.
 - g. Coordinates system training needs and issues with the UJS Computer Training Specialist.

2. Reviews existing information systems to maximize the benefits of information system resources.
 - a. Identifies potential opportunities for improvement.
 - b. Integrates functional systems.
 - c. Analyzes technology trends to assess feasibility for UJS projects.

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3. Oversees and directs development and maintenance team projects and project leaders to ensure multiple projects are carried out and completed effectively and on time.
 - a. Reviews project plans and timeframes.
 - b. Recommends project priorities.
 - c. Prepares estimates of required resources.
 - d. Monitors project milestones.
 - e. Provides technical assistance and advice.
 - f. Oversees work of contractors/consultants assigned to projects.
4. Reviews, researches, and evaluates development tools that may be used to improve system development productivity.
5. Serves as project leader to ensure software, hardware, and system upgrades or installations are planned and conducted in an efficient and expedient manner.
 - a. Researches and evaluates work requirements.
 - b. Documents project structures and assigns tasks to appropriate personnel.
 - c. Monitors project status and evaluates final products.
6. Provides problem determination and resolution of the highest level to avoid or minimize interruption of service.
 - a. Identifies and isolates system problems.
 - b. Circumvents problems.
 - c. Develops long-term resolutions.
7. Performs other work as assigned.

SUPERVISORY FUNCTIONS

Oversees development of business solutions to integrate technology into information systems; reviews existing information systems for the purpose of maximizing benefits of information system resources; directs team projects to ensure multiple projects are carried out and completed effectively and on time; directs the work of assigned contractors on team projects; and oversees system training needs.

ESSENTIAL FUNCTIONS REQUIRE

In-state travel for project implementation, meetings, and training; sitting for extended periods of time; working outside normal work hours when needed; operating computer systems' hardware and technology; operating standard office equipment such as copier, telephone, etc.; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; possess organizational and leadership skills; meet deadlines; demonstrative initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

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PROBLEMS AND CHALLENGES

Challenged to design, maintain, and integrate systems that interact and exchange information. This involves communicating with UJS staff and outside agencies and translating their needs into technical programming solutions. Further challenged to work with architecture, application development, and operations to help achieve a state-of-the-art environment that meets current and future business objectives.

DECISION-MAKING AUTHORITY

Decisions include system design assessments; recommendations of resource requirements and manner of allocation; project priority; and development of internal policies.

Decisions referred include overall project priorities, budget concerns, and priority of requests.

CONTACT WITH OTHERS and PURPOSE

Daily contact with application development and maintenance staff to discuss technology issues and strategies; frequent contact with users to discuss system needs and design; with the Bureau of Information and Technology (BIT) staff to discuss and resolve problems; and with the HELP desk to place work orders; occasional contact with outside vendors and agencies to discuss changes or problems affecting UJS case management systems; and with the UJS IT Training and HELP Desk Manager to coordinate system training needs and issues.

WORKING CONDITIONS

The incumbent works in a typical office environment; and may be subject to on-call or after-hours work to resolves system problems as approved by a supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- UJS business and information flows;
- tools and technologies available to meet information system requirements;
- database standard operating procedures, policies, and standards;
- UJS case management practices and the case management systems used to support end users.

Skill in:

- organizational management;
- planning and project management;
- software technology;
- time management.

Ability to:

- communicate effectively with diverse groups of users;

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- understand the overall impact of system design on UJS case management goals;
- provide work direction and motivate staff to obtain project goals and completion of tasks on time and accurately;
- provide effective project management and apply advanced principles, theories, and concepts in order to achieve the long-range goals as outline in the UJS Long Range Information System Plan.

Education:

Bachelor's degree from an accredited college or university in computer science, information systems technology, or a related field.

Experience:

Three (3) years of programming experience or three (3) years of in-depth working knowledge of court case management systems and court business requirements analysis; or an equivalent combination of related education and experience.

Two (2) years of experience working with large, complex projects and certification from the Institute for Court Management Court Management Program (CMP) is preferred.