

# UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

## DIRECTOR OF INFORMATION & TECHNOLOGY

**CLASS CODE:** 99-51-50

### POSITION PURPOSE

Supports Unified Judicial System (UJS) employees and operations with information and technology projects and systems in a timely, accurate, consistent, and reliable manner; and provides leadership, advice, information, and analysis while increasing the public's trust and confidence in the UJS through information and technology development, project administration, and management.

### DISTINGUISHING FEATURE

This position is responsible for overall direction and management of the information and technology division, which includes technology project management, budget, legislative responsibilities, and strategic planning to ensure goals and objectives are met.

### 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. Manages and directs computer projects and IT activities for the UJS to ensure short- and long-range goals and objectives are achieved in a timely and efficient manner.
  - a. Determines IT program activities, services, and goals according to priorities set by UJS and long-range business and IT strategic plans.
  - b. Manages and oversees projects assigned by the UJS Technical Advisory Council or its designee to support UJS business and IT objectives and minimize risk.
  - c. Assesses and communicates the risks associated with IT projects.
  - d. Deploys IT resources; and evaluates IT services and determines changes necessary to improve efficiency and effectiveness.
  - e. Maintains accountability on assigned projects by providing regular status reports to the State Court Administrator and appropriate councils and committees.
  - f. Recommends and initiates security measures to ensure the safety and recoverability of all UJS data and CMS applications.
  - g. Determines alternative options for project issues to ensure project completion within established resources and budget.
  - h. Coordinates strategic relationships between internal IT resources and external entities including government, vendors, and partner organizations to ensure project success.
  - i. Advises the State Court Administrator on division issues relating to IT strategic planning, court technology issues and initiatives, and funding.
  - j. Provides weekly or monthly IT status update meetings with SCA and designated technology Justice.

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2. Prepares and manages the IT budget to ensure UJS needs are met along with ensuring productivity through the use of technology resources.
  - a. Evaluates circuits' technology requests and approves/denies if appropriate according to policy, need, productivity, and/or overall impact.
  - b. Evaluates and makes or recommends technology purchases to ensure IT current and future technology needs are met.
3. Develops the strategic plan for the IT division and participates in the strategic planning activities regarding IT program and services for the UJS to support objectives and strategic business plans.
  - a. Works with end-user technical committees of judges, magistrates, clerks of court, court services, and administrative personnel to define and develop automated solutions for UJS.
  - b. Works in conjunction with the UJS Technical Advisory Council, prepares and identifies long-range technology objectives.
  - c. Provides assessments on future projects to determine feasibility and project timelines for implementation.
  - d. Provides impact analyses of legislative changes, proposes implementation plans, and ensures successful implementation.
4. Manages and oversees division personnel to ensure effective and efficient operation and compliance with rules and policies.
  - a. Develops and maintains an appropriate IT organizational structure to support the business needs of UJS.
  - b. Supervises recruitment, development, mentoring, training, and retention of IT employees.
  - c. Resolves internal and external staff issues and concerns.
  - d. Hires, disciplines, and terminates employees when necessary.
  - e. Reviews employees' salaries and proposes salary increases or pay grade changes.
5. Performs other work as assigned.

### **SUPERVISORY FUNCTIONS**

This position is responsible for overseeing and supervising the IT division and ensuring that the division and UJS information and technology goals and objectives are met which includes programming and development, network and software services, security and standards, and training and HELP desk functions.

### **ESSENTIAL FUNCTIONS REQUIRE**

In-state and out-of-state travel for project implementation, meetings, and training; attendance in accordance with rules and policies; sitting for extended periods of time; operating computer systems/hardware and technology; and operating standard office equipment such as copier, telephone, etc. 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; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

## **PROBLEMS AND CHALLENGES**

Challenges include understanding all aspects of a large project as well as establishing achievable deadlines and timeframes; evaluating and understanding decision and project impact on UJS and outside entities; prioritizing projects; ensuring stakeholders understand changes being made with regard to technology needs of UJS; ensuring project scope addresses and satisfies the business need while defining possible business solutions in regards to what individual wants, asks for, and/or needs; allocating and reallocating resources based on changing needs; ensuring staff remain challenged; keeping staff focused on project objectives; and ensuring project issues are not dropped or finalized without resolution.

## **DECISION-MAKING AUTHORITY**

Decisions made by the incumbent include the day-to-day management of the division; determining if requests should be approved or denied within policy; recommending if resources can be expended on an unbudgeted item; determining if requests should be approved outside of policies and guidelines; assigning staff to projects; developing and mentoring staff to reach their potential; determining external resources that will be required to complete a project; and approving budgeted technology items.

Decisions referred include statewide IT strategic plan, policies, and overall priorities for UJS; final approval of unbudgeted technology purchases; and if unbudgeted requests have a potential for any future increased IT scope.

## **CONTACT WITH OTHERS AND PURPOSE**

The incumbent has frequent contact with IT Staff, Division Directors, Circuit Administrators, Judges, contract staff, vendor staff, project requestors, and the State Court Administrator to clarify information on projects, assess project requests, implement projects, and update on project status or issues; and BIT staff and outside agencies with regard to sharing information electronically, answering questions, resolving problems, negotiating technology fixes, and addressing technological advances and changes.

## **WORKING CONDITIONS**

The incumbent works in a typical office environment and may be subject to on-call and/or off-hours work as necessary. Occasional statewide travel may be required to implement projects and gather information, attend meetings, and provide training. In addition, out-of-state travel may be required to attend meetings and/or training.

## **COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT**

### **Knowledge, Skills and Abilities:**

Knowledge of:

- computer hardware and software;
- IT operations and project management;
- computer science;

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- methodology in computer networking and programming;
- court office functions and operations;
- budgeting fundamentals;
- supervisory and leadership techniques and tools.

### Skill in:

- organizational and time management;
- project management;
- critical thinking.

### Ability to:

- provide supervision, leadership, coaching, and mentoring to staff;
- manage expectations of staff and constituents;
- develop and provide public presentations and training;
- be diplomatic, self-motivated, persuasive, decisive, consistent, and assertive;
- effectively manage highly stressful situations and remain patient and calm;
- research, administer, establish, and interpret rules, policies, guidelines, and procedures;
- act as liaison with other courts, executive branch, and outside entities to build networks and consensus and foster collaborative relationships;
- communicate in a clear and concise manner both orally and in writing;
- establish credibility and integrity;
- maintain confidentiality of personnel issues and records.

### Education:

Bachelor's degree in computer science, information technology, or a related field.

### Experience:

Five (5) years of progressively responsible work in information and technology field to include project management, budget, and supervision of information technology staff experience; or an equivalent combination of related education and experience.

Preference will be given to successful completion of the Court Executive Development Program (CEDP) through the National Center for State Courts.