

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

I/T TRAINING AND HELP DESK MANAGER

CLASS CODE: 99-31-17

POSITION PURPOSE

Manages the UJS IT user support and training staff to ensure accurate and timely resolution of computer software and hardware issues; oversees the development and implementation of effective training courses; and designs, approves, and presents computer training courses for UJS employees and other non-UJS users to provide adequate training and working knowledge of systems.

DISTINGUISHING FEATURE

This position is responsible for managing the daily operations, priorities, and service quality of the UJS IT user support and training staff; and developing and/or revising computer training courses and presenting courses to participants.

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. Supervises and manages the Court Operations Specialists and Help Desk Support Specialists staff to ensure work objectives are met.
 - a. Supervises Court Operations Specialists and Help Desk Support Specialist positions.
 - b. Interviews and selects staff in conjunction with the UJS IT Director.
 - c. Provides training and work direction.
 - d. Approves leave requests.
 - e. Addresses staff problems and recommends disciplinary action.
 - f. Conducts performance appraisals and completes performance documents.
 - g. Develops project schedules, monitors progress, and reviews completed work.
2. Oversees incident and problem management to ensure timely resolution, effective support, and continuous improvement in IT service delivery.
 - a. Develops and maintains help desk policies and procedures.
 - b. Standardizes help desk operations to improve efficiency and effectiveness.
 - c. Implements best practices for IT support and service management.
 - d. Tracks work orders and ensures they are completed in a timely way.
 - e. Provides backup support during high volume, outages, release, or staffing shortages.
 - f. Oversees HELP desk alerts that are sent out to users.
 - g. Works closely with other IT departments to ensure cohesive support across the organization.

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3. Develops and updates training courses by setting clear objectives, conducting thorough subject matter research, and choosing effective presentation methods to ensure all course materials are accurate, relevant, and timely.
 - a. Designs and develops courses by determining course format, objectives, timelines, presentation methods, lesson plans and evaluation methods.
 - b. Prepares and presents training courses using lecture, group discussion, small group exercises, audiovisual materials and other methods.
 - c. Leverages current technology platforms for presenting training content, such as virtual classrooms, webinars, and interactive e-learning modules, to enhance the learning experience.
 - d. Develops, prepares, and maintains training materials, manuals, quick reference guides, online resources, instructor guides, and audiovisual aids.
 - e. Publishes training schedules and e-mails training reminders.
4. Manages the help desk and training program and assists the UJS IT Director with budget preparation to ensure adequate funding and the ability to meet goals and objectives of the program.
 - a. Previews and recommends purchase of necessary training materials, software, and equipment.
 - b. Manages training equipment and training facilities and gives computer support personnel advance notification regarding any computer support needed.
 - c. Maintains proficiency in training methods and subject matter; provides technical advice or assistance to UJS staff and other agencies as assigned to ensure credibility and enhance professionalism of the training program.
5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises staff who are responsible for providing help desk services and training staff.

ESSENTIAL FUNCTIONS REQUIRE

Physical requirements of this position require sitting and standing for extended periods of time (8 hours at a time), lifting and moving 20+ pounds of paper and training materials, driving in all weather conditions, considerable in-state travel for meetings and training events throughout the year; occasional out-of-state travel for training and meetings; attendance in accordance with rules and policies; and proficiency in the use of office equipment such as computers, telephones, copiers, etc. as well as operating computer software and hardware. The incumbent is also required to work effectively with coworkers and the public; manage stress appropriately; possess organizational and leadership skills; meet deadlines; provide appropriate presentations and training; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

The position is challenged to design, develop, and present training courses that are relevant and enhance job skills and professional development for a broad range of UJS computer systems. The position should have or acquire an in-depth working knowledge of case

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management practices statewide in areas such as criminal case management, civil case management, probation case management, jury management, and court scheduling. The position is challenged to maintain proficiency in computer technologies and analytical tools that are utilized to provide IT HELP desk support.

Typical problems faced by the incumbent include class participants with differing levels of knowledge about the subject matter, adjusting training materials and emphases to fit class participants, and ensuring cohesive training materials.

DECISION-MAKING AUTHORITY

Decisions made by the incumbent include determining which methods and materials to use in design and presentation of course information, modifying trainings or presentations to fit specific situations, arranging for facilities and equipment for courses, and making recommendations on special requests for courses; recommendations regarding the extent to which variation in local court business practices can be accommodated in the statewide court case management system; recommendations for personnel actions; and recommendations for budget items.

Decisions referred include major personnel issues, legal issues, media inquiries, those that may bring liability to the UJS, or outside queries requesting unusual or expansive information from UJS computer systems.

CONTACT WITH OTHERS AND PURPOSE

The incumbent has daily contact with participants for course presentations, registration questions, or evaluations of courses; frequent contact with UJS developers to arrange or coordinate training services required for UJS case management systems, and with UJS users and the public as part of overseeing the UJS HELP desk; and occasional contact with other state agencies and entities requiring UJS information to arrange training and provide information and technical assistance.

WORKING CONDITIONS

The incumbent works in a typical office environment and a variety of teaching situations from standard classrooms to outside work sites, and travels frequently to provide training and presentations and provide on-site assistance. The incumbent may also be subject to on-call or after-hours work to resolve critical system problems, as approved by the supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills, and Abilities:

Knowledge of:

- principles, methods, and techniques of adult learning;
- the effective use of instructional media;
- teaching methods and principles;
- individual and group behavior;
- UJS case management systems and operations and computer training needs;
- Microsoft Windows and Microsoft Office products;

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- applicable computer software and hardware;
- supervisory and leadership techniques and tools;
- UJS court procedures and business practices and court automation processes and systems.

Ability to:

- organize and develop instructional material and present information in an interesting and challenging manner;
- organize and maintain records and appropriate documentation;
- apply pertinent department policies during training;
- evaluate individual and/or group instructional needs;
- communicate sufficiently to teach adults and provide presentations to large and small groups;
- work and communicate effectively in both oral and written form with the SCAO, Judges, court personnel, outside stakeholders, contractors, IT staff, and a diverse group of users.
- provide highly responsible administrative and technical work under minimal supervision;
- work on multiple projects simultaneously, exercise independent judgment and work effectively under pressure and tight deadlines;
- work effectively with system users and vendors and remain calm while others may be agitated or frustrated.

Education:

Bachelor's degree in education, computer science, information systems technology, or a related field; or two (2) years of progressively responsible experience in adult training, court information systems, and/or computer networking; or an equivalent combination of related education and experience.

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