

# 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; mentors IT staff in procedure, policy, and problem identification and resolution.

### 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 the project requester, assigned committees or workgroups, the UJS Business Analyst, and UJS system users to ensure requests 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.
  - h. Creates project specifications on projects over 50 hours, including objectives, goals, scope, stakeholders, schedule, risks and resources.
  - i. Tracks resources, including IT staff hours, to determine accuracy of estimate and efficiency of project.

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- j. Documents above items for tracking and future reference.
  - k. Conducts initial testing or projects before handing them over to business analysts.
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.
  3. Creates and maintains documentation on development standards.
    - a. Leads efforts to develop, modify, and implement internal applications development standards, policies, and procedures.
    - b. Maintains development staff documentation on code management and deployment to ensure efficiencies and standardization.
    - c. Works with IT staff and system users to ensure application changes meet business requirements, system goals, and fulfill end-user requirements.
    - d. Provides oversight for development and maintenance team projects and project leaders to ensure projects are completed effectively and follow established standards.
  4. Oversees and directs development and maintenance team projects and project leaders 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. Provides work direction to project staff.
    - g. Oversees work of contractors/consultants assigned to projects.
  5. Ensures all code management and deployment activities comply with organizational security policies, including input validation, authentication, authorization, password handling, error handling and logging, and session management.
    - a. Defines, documents, and provides oversight on code management software.
  6. Communicate with various entities to ensure progress on projects.
    - a. Coordinates and schedules meetings with necessary project participants, including agenda, objectives, scope and goal.
    - b. Works closely with IT area teams to plan and execute deployments.
    - c. Provides technical support and troubleshooting assistance to resolve deployment-related issues.
    - d. Provides regular updates on project progress to stakeholders and team members.
  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.

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6. Provides problem determination and resolution at the highest level to avoid or minimize interruption of service.
  - a. Identifies and isolates system problems to ensure efficient troubleshooting and resolution.
  - b. Circumvents problems by anticipating potential issues and implementing proactive solutions.
  - c. Develops long-term resolutions to address underlying issues and ensure sustained success.
7. Performs other work as assigned.

### **SUPERVISORY FUNCTIONS**

This position provides work direction to the development staff.

### **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.

### **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

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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;
- 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;
- recommend proactive solutions to problems or as improvements to existing process.

#### **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.

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