

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: ITSD – Assistant Director, Information Technology
(Infrastructure & Support Services)
Job Code: 8401
Pay Grade: 74
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Responsible for strategic, operational, and security compliance activities for the court information technology computing and communications environment. Responsible for the introduction of technological capability in support of strategic court automation initiatives as well as activities related to the acquisition, installation, operation and maintenance for technology systems, desktop configuration, network, computer systems infrastructure, and help desk support services. Responsible for infrastructure security strategy, standards and procedures to protect court network and data, assigns work and provides technical support and direction to staff. In the absence of the Director, Information Technology may act on the Director's behalf.

ESSENTIAL FUNCTIONS:

- Plans, directs and oversees the activities of the Network and Systems Services and Customer Support (Help Desk) Services Sections of the Information Technology Services Division.
- Oversees and coordinates the court wide information technology asset management program for hardware and software and leads multi-year planning initiatives.
- Develops and executes the desktop configuration management strategy.
- Produces monthly service-level metrics, leads root-cause analysis on service level defects, and implements corrective actions approved by management.
- Leads change management request (CMR) process ensuring overall compliance to policy and procedure locally and at a state level.
- Defines and maintains capacity and disaster recovery plans.
- Coordinates security and compliance of technical and business solutions across the court and develops and maintains the appropriate IT regulatory compliance framework, procedures and guidelines to address technology risks and court compliance needs.
- Oversees court remote and mobile office technologies.
- Develops relationships with outside hardware/software/consulting vendors and determines when to use or not use vendors' advice and capabilities and provides recommendations to Director, Information Technology.
- Negotiates software licenses, hardware purchases/agreements and consulting engagement agreements.
- Provides guidance and direction to staff, ensures that staff have access to appropriate training and tools, are properly skilled to perform their assigned tasks, and that cross-training activities are executed.
- Ensures all aspects of assigned projects and tasks are implemented on schedule and budget and that proper documentation and work instructions are in place.
- Develops and directs the implementation of goals, objectives, policies and procedures to support court-wide information technology standards.

- Provides input to divisional short- and long-range strategic planning processes, specifically in the area of network and computer system operations, capacity planning, security, and disaster recovery planning.
- Ensures proper coordination and communication with customers and internal staff to identify and resolve customer problems and concerns associated with supported software applications and hardware platforms.
- Prepares technical specifications and Requests for Proposal for network components, computer server hardware, and associated support services.
- Plans performance goals with staff and ensures that each staff member receives an annual performance appraisal.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Participates in court administrative and operational studies and projects.
- Serves as liaison with internal and external agencies on technical committees, which requires infrequent travel to the Administrative Office of the Courts in Phoenix.
- Performs other related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of existing and emerging technology for network and computer system operations, security, testing, implementation and support.
- Knowledge of industry tools and best practices in help desk support technologies.
- Knowledge of industry security standards, procedures, IT best practices, strategic planning and automation opportunities to keep court network and practices current.
- Knowledge of management and administrative responsibilities such as goal setting, performance management, project management, planning and delivering technical support services.
- Knowledge of strategic planning principles.
- Skills with the operation of computer servers, operating systems, project management software, computer backup and recovery operations, network configuration and operation.
- Skill in implementing and supporting Microsoft technology, virtualized server and desktop environments, mobile technology, and remote access environments.
- Skill in recruiting, developing, and managing a diverse set of technical professionals.
- Skill employing and leading the use of quality and diagnostic tools to maintain a continuous improvement and service-delivery culture.
- Ability to cultivate and develop effective relationships with superior court judges and a wide variety of employees including judicial staff, court leadership and administration, vendors, and the general public.

MINIMUM REQUIREMENTS:

A Bachelor's degree with a major in computer science, management information systems, business or public administration, management, or a related field and six (6) years of experience in network operations, computer systems operation and help desk support services or similar responsibilities. Previous supervisory experience is required. Or any equivalent combination of experience, education, and/or training approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona driver’s license at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 25 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is an unclassified position that reports to the Director, Information Technology. This position performs duties under limited supervision and directs the professional and support staff assigned to the Network and Systems Services and Customer Services Sections of the Information Technology Services Division.

Date: 07/21/14
Revised:

Approved by: _____
Hiring Authority Date

_____ Date
Director, Human Resources