

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: ITSD - Assistant Director, Information Technology
(Application Development & Services)
Job Code: 8405
Pay Grade: 74
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Oversee the activities of a major section of the Information Technology Services Division. Responsible for management of the maintenance, operational support, upgrade planning, integration, and execution of court software applications. Coordinate all phases of software development lifecycle from concept through implementation, operation, and support. Responsible for the introduction of required technological capability in support of strategic court automation initiatives as well as activities related to the acquisition, installation, operation and maintenance for software systems and ongoing support services. Provide technical support and direction to a diverse development and business analysis 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 Case Flow and Quality Assurance and Application Development Sections of the Information Technology Services Division.
- Establishes and enforces application development standards and support procedures to keep software versions and functionality compatible across local court and state systems.
- Oversees development of project plans that address new application deployments, upgrades to existing applications, and root-cause analysis to address operational and performance issues.
- Ensures application development resources operate in compliance with industry and court compliance requirements.
- Oversees application development to ensure appropriate architectural models are followed that support operational, performance, and support goals.
- Manages resource planning and project prioritization that supports court strategic and operational needs.
- Develops and mentors staff to ensure skills currency, relevancy, and alignment to customer service delivery metrics.
- Oversees business analysis efforts to document current processes and process improvements that support short- and long-term court strategic and operational objectives.
- Manages the development and ongoing deployment of application architectures that includes COTS and custom-developed platforms, integrated systems, and data and reporting warehouse technology.
- Provides oversight for software quality assurance, conformance to testing methodology, documentation, and identification of errors in functionality, usability, and software performance.
- 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 strategic planning processes, specifically in the area of software development, compatibility, and integration.
- Ensures proper coordination and communication with customers and internal staff, and the Arizona Supreme Court Administrative staff to identify and resolve customer problems and concerns associated with supported software applications.
- 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 programming languages and associated web application development tools and software development methodologies.
- Knowledge of data models, data flow diagrams and unified modeling language cases.
- Knowledge of data warehouse and business intelligence environments.
- Skills in gathering and documenting business process requirements, analyzing business problems, automating business processes, and implementing application solutions.
- Skills in resource planning, project management methodologies, execution, and tools.
- Skills in vendor management and integration of vendor solutions.
- Skills managing business system analysis activities, quality assurance, and testing.
- Knowledge of industry development standards, IT best practices, and IT strategic planning principles and execution.
- Knowledge of management and administrative responsibilities such as goal setting, performance management, planning, and delivering technical support services.
- 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 a wide variety of superior court employees including judges, 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 project management, business system analysis, and development 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 support staff assigned to the Case Flow and Quality Assurance and Application Development Sections of the Information Technology Services Division.

Date: 07/02/14

Revised:

Approved by:

Hiring Authority

Date

Director, Human Resources

Date