

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Job Description

**Job Title:** Information Services Manager (Customer Service)  
**Job Code:** 8402  
**Pay Grade:** 69  
**FLSA Status:** Exempt



### **PURPOSE OF CLASSIFICATION:**

Oversees the activities of a major section of the Information Technology Services Division. Coordinates the acquisition, installation, operation and maintenance activities related to information technology systems and services. Recommends standards and procedures, assigns work, provides technical support and direction to staff.

### **ESSENTIAL FUNCTIONS:**

- Plans, directs and manages the daily activities of the Customer Support Services Section of the Information Technology Services Division.
- Provides guidance and direction to staff and ensures staff has access to appropriate training and tools and are properly skilled to perform their assigned tasks.
- Oversees and coordinates the court wide information technology asset management program.
- Ensures all aspects of assigned projects and tasks are achieved in a timely manner.
- Ensures all work requested and produced is properly documented.
- Develops and directs the implementation of goals, objectives, policies and procedures to support Court wide information technology standards and development processes.
- Provides input to divisional short and long-range strategic planning processes, specifically in the area of desktop systems support operations and information technology asset management.
- Ensures proper coordination and communication with customers and internal staff to identify and resolve customer problems and concerns associated with supported software applications.
- Prepares technical specifications and Requests for Proposal for network components, computer server hardware, database systems, 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.
- Coordinates and tracks the annual budget and related procurement activity for the division.
- 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:**

- Must have the knowledge of the principles, practices and techniques of customer services support in an information technology environment.
- Must have knowledge of management and administrative responsibilities such as budgeting, goal setting, performance management, project management, planning and delivering technical support services.
- Must have knowledge of strategic planning principles.
- Must possess skills with the operation of computers, project management software, asset management systems and budgeting systems.
- Must have skills in managing a diverse set of technical professionals.
- Must have the ability to communicate effectively 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 five years of experience in computer systems support, customer service operations or similar responsibilities. Previous supervisory experience preferred. 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 20 lbs or less.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to the Director, Information Technology. This position performs duties under limited supervision and directs the professional support staff assigned to the Customer Services Section of the Information Technology Services Division.

Date: 12/18/1998  
Revised: 07/09/2004; 02/22/2005