

# NEW MEXICO JUDICIAL BRANCH

## AOC INFORMATION TECHNOLOGY SUPPORT MANAGER

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

### **SUMMARY**

Under direction, manage statewide operations involving data resources, desktop and networked services and/or applications support, testing and reporting. Supervise two or more information technology (IT) professional staff involved in client, field and/or applications support.

### **QUALIFICATIONS**

**Education:** Bachelors' degree in business administration or management, project management, computer science, IT related engineering or other related field.

**Education Substitution:** Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

**Experience:** Five (5) years of general IT experience. The following specific concurrent experience must be included within the general experience requirements:

- three (3) years of technical experience including but not limited to technical project management, systems analysis and application development;
- two (2) years supervision.

**Experience Substitution:** Additional relevant education at the Master's Degree level may substitute for experience at a rate of 30 semester hours equals one (1) year of experience. Education may not be substituted for the specific experience required.

**Knowledge:** Knowledge of management principles and practices; project management techniques; supervisory techniques; employee coaching and performance evaluations; hiring, training, discipline and termination; installation, configuration, maintenance and testing of operating systems, applications, drivers, utilities, remote management tools, routers, switches and hubs and other judicial entity-specific software on servers, desktops, laptops; IT trends, techniques and emerging technologies; computer software, including database software, structured query language, programming languages, report writers; computer architecture and design; hardware and software technical requirements and specifications; imaging software and techniques; approved hardware and software and the requirement of additional licenses; business and system integration analysis; database structure and table layouts; application development and business process documentation methodologies; application requirements and testing technologies; database schema, system analysis and design; data entry screen design and functionality network design; protocols and standards models; current methods of ensuring the network is secure; network monitoring tools, intrusion detection software, encryption, port blocking and fire walls; incident reporting software; IT development standards; project reporting and tracking methods and techniques; administration and customer support best practices; capabilities and capacity of

# NEW MEXICO JUDICIAL BRANCH

## AOC INFORMATION TECHNOLOGY SUPPORT MANAGER

computer equipment, networking and applications; troubleshooting techniques; budget analysis and preparation; court processes and procedures and how they relate to the statewide case management application configuration, training and documentation.

**Skill & Ability:** **Skill in** project management; delegating and managing work assignments; training, supervising, evaluating and motivating and mentoring staff; communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing and setting priorities; multitasking; working independently; developing IT policies and procedures; overseeing and directing multiple projects simultaneously and meeting respective deadlines for those projects; reviewing, implementing and monitoring budget objectives and expenditures; using tact and diplomacy; and preparing and making presentations. **Ability to** determine if user requirements are feasible; manage vendor deliverables, errors and control vendor costs; troubleshoot; research and analyze problems logically and recommend alternative courses of action; establish and maintain cooperative working relationships; understand general direction of judicial entity automation; participate in short and long-term strategic planning; read and understand computer manuals, documentation and schematics; assess skill levels of members within the team; apply communication skills to achieve harmony within a group; and manage time and resources effectively.

### **EXAMPLES OF WORK PERFORMED**

Manage and direct the staff in activities related to the overall management of projects; train, supervise, evaluate and motivate IT staff of two or more; schedule employee and technical resources, set work priorities and monitor status of projects; work with management to identify strategic planning initiatives; participate in recruitment and selection of new employees; meet with team members to discuss current issues and projects and resolve issues; determine training needs for staff and implement professional development programs; determine priorities, review standards, procedures and results of completed work; update management; assist in developing annual IT plan and implement IT directives; develop statewide project plans; work with end users to identify problems, analyze the source of the problem, and devise strategies to correct the problem; watch for trends, evaluate new technology and recommend new practices, processes, systems and technology; establish and maintain relationships with vendors; evaluate quotes, negotiate contract terms and solicit bids for technology-based products and services; recommend equipment and software purchases; prepare reports, position papers and plans on status, cost and utilization date for budgeting and long-range planning, and narratives for information systems planning and budgeting; recommend appropriate technology solutions to support strategic business objectives;; work with vendors and team members to identify and troubleshoot application and business process problems; respond to requests for information, technology services, trouble reports and problem resolution; develop, implement, maintain, evaluate and support desktop computers and (multi) networked services, including the infrastructure, operating systems, hardware and software, telecommunications connections, and routers, switches, fire walls used throughout the Judiciary/judicial entities; perform and maintain daily server(s), file back-up and file restoration; plan and troubleshoot

## **NEW MEXICO JUDICIAL BRANCH**

### **AOC INFORMATION TECHNOLOGY SUPPORT MANAGER**

upgrades for desktop, notebook and server equipment and software; write hardware and software specifications for technology projects; maintain hardware and software replacement schedules; monitor and measure progress to ensure smooth implementation and support of software applications review technology needs for system improvements.

## **NEW MEXICO JUDICIAL BRANCH**

### **AOC INFORMATION TECHNOLOGY SUPPORT MANAGER**

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job.

Work is performed in an office, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.