

NEW MEXICO JUDICIAL BRANCH

AOC SYSTEMS MANAGER

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

SUMMARY

Under direction, manage the statewide telecommunications and database operations and supervise two or more information technology (IT) professional staff. Manage statewide network servers, systems, databases and workstations.

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 general 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 project management techniques; management principles and practices; systems administration and communication; techniques and emerging technologies; supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; IT trends and development standards; project reporting and tracking methods and techniques; administration, customer support and network best practices; capabilities and capacity of computer equipment and networking; negotiation techniques; contract management; troubleshooting techniques; business and system integration analysis; server, network, configuration and management; systems analysis; IT security practices; systems security design and configuration; network operations and tolerances; database administration concepts; telecommunication concepts; budget analysis and preparation.

Skill & Ability: Skill in project management, delegating and managing work assignments; managing projects to completion; training, supervising, evaluating and motivating staff; giving direction and mentoring subordinates; delegating and managing work assignments; communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing and setting priorities; multitasking; meeting deadlines under pressure; working independently; developing IT

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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; evaluating products and services; establish and maintain cooperative working relationships. **Ability to** troubleshoot; research and analyze problems logically and recommend alternative courses of action; understand general direction of judicial entity automation; participate in short and long-term strategic planning; apply communication skills to achieve harmony within a group; assess skill levels of members within the team; identify hardware and software needs and technical requirements; diagnose server and network equipment using schematics, technical manuals and other written technical instructions; establish procedures and standards for system availability, integrity, performance, security, backup and upgrades; learn new operating systems, servers and information technology tools; find innovative solutions applying and integrating the concepts and features of technology; and manage time and resources effectively.

EXAMPLES OF WORK PERFORMED

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; assist in developing annual IT plan and implement IT directives; ensure local area network and servers are operational and available; deploy system software, servers, database and telecom systems statewide; work with Systems Support Team to analyze system security, identify security concerns and technology needs and implement methods and procedures to secure the network and servers; implement intrusion detection system to identify potential network attacks; recommend policies and procedures to maintain system security; determine training needs for staff and implement professional development programs; participate in recruitment and selection of new employees; participate in management team meetings and other IT meetings; meet with Systems Support Team to discuss current issues and projects and resolve issues; determine priorities, review standards, procedures and results of completed work; identify hardware, software and maintenance needs and costs and vendor procurement requirements; review and evaluate products; request quotes; create purchase requests; design, test and install new and replacement equipment to judicial entity network systems; monitor internet usage and compile reports for administration; review current policies to update as needed; manage ongoing technical projects, task responsibilities, error logs, server and network equipment and work order/trouble tracking systems; respond to requests for information, technology services, trouble reports and problem resolution; research and identify new and improved technologies to benefit judicial entities and judicial entity processes; add and deactivate users to network servers.

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.

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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.