

NEW MEXICO JUDICIAL BRANCH

AOC CHIEF INFORMATION OFFICER

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

SUMMARY

Under administrative direction, oversee all statewide and local information technology (IT) activities of the Administrative Office of the Courts Judicial Information Division (JID).

QUALIFICATIONS

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

Education Substitution: None.

Experience: Ten (10) years of general experience in IT and IT management. The following specific concurrent experience must be included within the general experience requirements:

- six (6) years of experience managing technical staff through subordinate managers and supervisors;
- six (6) years of experience negotiating and managing contracts, software and hardware licenses and hardware/software acquisition;
- five (5) years of experience staffing and/or managing user groups and advisory committees;
- four (4) years of experience in IT policy analysis and development; and
- four (4) years of experience managing a complex IT department or agency budget.

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 IT trends, techniques and emerging technologies; significant justice domain knowledge; programming languages, operating systems, networking, database and telecommunications methodologies, case management application functionality and support and client system support tools; project reporting and tracking methods and techniques; negotiation techniques; policy development; supervisory techniques, coaching and performance evaluations; hiring, training, discipline and termination; legislative and budget processes and preparation; administration, customer support, IT and disaster recovery best practices, methods and management; backup and recovery software, hardware, standards and techniques; internet monitoring software; vendors and equipment type; Request For Proposal (RFP) process, IT contracting; cross-agency electronic information sharing standards and technologies; current utilization and capacity planning of future equipment needs; and local and wide area network architecture.

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Skill & Ability: **Skill in** training, supervising, evaluating and motivating professional staff; mentoring for professional and personal development; delegating and managing work assignments; communicating effectively both orally and in writing with diverse parties using technical and non-technical language; analyzing problems, particularly in stressful situations and achieving effective resolutions; developing IT policies and procedures; budget management; policy development; overseeing and directing multiple projects simultaneously while meeting respective deadlines for those projects; multitasking, organizing and setting priorities; preparing and delivering presentations; negotiating contracts. **Ability to** determine which technology advancements will benefit the judiciary; understand judicial entity technology trends and issues; establish and maintain cooperative working relationships; manage time and resources effectively.

EXAMPLES OF WORK PERFORMED

Plan, organize, direct and control statewide JID activities; train, supervise, evaluate and motivate subordinate managers and professional staff; develop strategic and tactical plans and maintain alignment of JID strategic objectives with the strategic direction of the Supreme Court; direct formal planning, project management and performance measurement activities; develop, implement and maintain tracking and reporting systems to ensure managers and staff complete tasks satisfactorily; ensure technical resources are managed efficiently and technical solutions are implemented to meet needs of the judicial entities; oversee contract negotiations for JID software licenses, maintenance agreements, contractual services and hardware purchases; provide direction in vendor research and preparation of RFPs, scope of work and payment plan; provide final approval on all purchases maintained under JID accounts; ensure equipment and software applications are within budget and will meet end user's needs; participate in a network of IT professionals and judicial peers to track pricing of information technology services and vendor offerings; develop the Judiciary Information Technology Plan; work with staff to create a Judiciary-wide price agreement for procurement of video arraignment and peripheral equipment; work with JID professional staff to oversee recruitment and selection of new employees; direct and oversee JID operating budget; assist professional staff in preparing for IT committee meetings and ensure accurate reporting of JID activities; lead management team meetings and participate in inter-agency, multi-branch IT meetings; monitor and analyze state and federal legislation related to IT and testify at local legislative hearings.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all inclusive 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

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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.