

# NEW MEXICO JUDICIAL BRANCH

## AOC DEPUTY CHIEF INFORMATION OFFICER

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

### SUMMARY

Under general direction, assist the AOC Chief Information Officer (CIO) in the management of the Judicial Information Division (JID) and develop, manage and oversee local and statewide plans for large enterprise projects and Requests for Proposals (RFPs). In the absence of the CIO the Deputy CIO assumes responsibility of all JID functions.

### QUALIFICATIONS

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

**Education Substitution:** None

**Experience:** Nine (9) years of general IT experience. The following specific concurrent experience must be included within the general experience requirements:

- five (5) years of experience in project management, including planning, scheduling, allocating resources and prioritizing technical tasks and projects;
- three (3) years of experience supervising technical staff;
- three (3) years of experience managing budgets;
- three (3) years of experience negotiating and managing contracts, software licensing and hardware acquisition; and
- three (3) years of experience in IT policy analysis and development.

**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 formal project management policies, practices and techniques, supervisory techniques, coaching and performance evaluations; contract management; hiring, training, discipline and termination; budget development, management and administration; vendor solicitation, selection and negotiation, infrastructure equipment, RFP process and best practices; IT current trends, techniques and emerging technologies; programming languages, operating systems, networking, storage, backup, database and telecommunications methodologies, case management application functionality and support and client system support tools; policy development techniques; project reporting and tracking methods and techniques; backup and recovery software, hardware, standards and techniques; administration and customer support best practices; internet monitoring software; virus and intrusion detection, prevention, and protection software; industry standard security and disaster recovery practices, procedures and equipment; capabilities and capacity of computer equipment, networking and applications; and network architecture.

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**Skill & Ability:** **Skill in** overseeing and directing multiple projects simultaneously and meeting respective deadlines for those projects; managing projects to completion; training, supervising, evaluating and motivating professional staff; mentoring staff for professional and personal development; delegating and managing work assignments; budget administration; 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 policies and procedures; multitasking, organizing and setting priorities; preparing and making presentations; negotiating contracts; maintaining a high degree of accuracy; managing time and resources effectively; establishing and maintaining cooperative working relationships. **Ability to** determine which technology advancements will benefit the Judiciary; understand general direction of judicial entity automation; work collaboratively with other justice-related agencies in developing solutions to information sharing issues; develop, implement, and maintain centralized IT functions such as project management and procurement.

#### **EXAMPLES OF WORK PERFORMED**

Assist the Director in planning, organizing, directing and controlling JID and statewide IT activities; develop, implement, and maintain centralized, statewide IT project management and procurement processes; train, supervise, evaluate and motivate subordinate manager's and professional staff; develop and manage plans for large, enterprise projects; develop large, enterprise RFPs and participate in the selection/evaluation of responses from vendors; develop and maintain tracking systems for unresolved issues and immediate actions; work with staff to oversee management of software and hardware maintenance and service agreements and to prepare new professional service contracts for technical support services; research and negotiate with vendors, conduct or assist staff in preparing JID and statewide RFPs or finding alternatives; develop scope of work and work with vendors to prepare payment plans; manage and administer budget; analyze current and anticipated technology and hardware and software development trends and tools, including cost analysis; work with staff to create a Judiciary-wide price agreements for procurement of hardware such as video arraignment and peripheral equipment, software, and IT related professional services; oversee help desk functions for issues with response time, equipment failure and other service issues; identify areas for improvement with service response; develop and present improvement plans to management teams for possible implementation; determine technical training needs for staff and implement professional development programs; work with JID professional staff to oversee recruitment and selection of new employees; provide assistance and technical expertise to IT professional staff statewide in researching, recommending and implementing software applications and hardware equipment and in integrating software applications within operating systems and desktops/laptops; assist in developing internal and statewide policies and procedures such as internet usage, un-authorized software, and other IT issues; monitor and analyze state and federal legislation related to IT and testify at local legislative hearings; identify and develop proposals for alternative funding sources for Judiciary IT initiatives, prepare cost analysis, staffing and

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project plans; assist professional staff in preparing for IT committee meetings and work with Director to provide accurate reporting of JID activities; participate in management team meetings and other IT meetings; and assist Director in the development of the Judiciary Information Technology Plan.

#### **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 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.