

NEW MEXICO JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST MANAGER

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

SUMMARY

Under direction, manage servers, computers, peripherals, converged network services and user support operations. Supervise two or more information technology (IT) professional staff.

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; network design protocols and standards modes; 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; administration and customer support best practices; capabilities and capacity of computer equipment, networking and applications; troubleshooting techniques; budget analysis and preparation.

Skill & Ability: **Skill in** project management; delegating and managing work assignments; training, supervising, evaluating and motivating staff; mentoring subordinates; 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; preparing and making presentations. **Ability to** determine if user requirements are feasible; manage vendor deliverables, errors and control vendor costs; troubleshoot; research and analyze

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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; establish procedures and standards for system availability, integrity, performance, security, backup and upgrades; learn new operating systems, servers and IT tools; find innovative solutions applying and integrating the concepts and features of technology.

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; assist in developing annual judicial entity IT plan and implement IT directives; 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; maintain daily servers, file back-up and file restoration; plan and troubleshoot upgrades for desktop, notebook and server equipment and software; maintain daily servers, file back-up and file restoration; plan and troubleshoot upgrades for desktop, notebook and server equipment and software; update management on topics such as client system requirements, status of client team projects, strategies, problems, technologies and purchases; recommend appropriate technology solutions and strategic business objectives; write hardware and software specifications for technology projects; assist software developers with hardware and network issues; watch for trends, evaluate new technology and recommend new practices, processes, systems and technology; maintain hardware and software replacement schedules; 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; participate in recruitment and selection of new employees; meet with staff 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.

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

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and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.