



**Superior Court of California
County of Kings
1640 Kings County Drive Hanford, CA 93230
(559) 582-1010 Extension 6021**

**Job Announcement
Information Technology Manager
Salary Range: \$95,538 – \$128,032**

JOB OPPORTUNITY

The Superior Court of California, County of Kings, has an opening for a full-time Information Technology Manager.

GENERAL PURPOSE

Under general direction, plans, organizes, manages, and directs the activities of two (2) information technology staff engaged in providing specialized services and support, including workstation support, data center operations, change control and asset management or functions of similar size and complexity; consults with managers and staff to determine needs and develop technology solutions and tools to increase operational effectiveness, improve services and decrease administrative costs.

DISTINGUISHING CHARACTERISTICS

The Information Technology Manager serves as a technical resource and works with staff to deliver Court-wide IT services in assigned areas of functional responsibility. Incumbents plan, manage and direct projects, including monitoring budgets, developing schedules, and assigning personnel. Incumbents are expected to exercise sound independent judgment in managing the delivery of high quality, customer-focused products, and services, efficiently and cost-effectively.

REPRESENTATIVE DUTIES:

The following examples are intended to describe the general nature and level of work performed by personnel assigned to this classification. Any one position in this class may not perform all the duties listed below, nor are the duties described intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

1. Plans, supervises, and evaluates the work of staff; develops, implements, and monitors work plans to achieve division mission, goals, and performance measures; participates in developing and monitoring performance against the division budget; supervises, participates in developing, recommends and implements plans, policies, systems, and procedures applicable to division responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements; regularly monitors performance and provides coaching for performance improvement and development; completes performance evaluations; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the Court Human Resources policies and labor contract provisions.
3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the Court's mission, objectives, and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Manages the implementation of new and revised systems, evaluates program and system designs, identifies, and solves complex technical systems problems, develops technical standards and procedures for systems design, maintenance, and operation, designs computer systems, and coordinates installation of hardware, data communications lines/cables, and software.
5. Plans, manages, directs, schedules and controls project and section activities and system implementation, including monitoring budgets, developing schedules, and assigning personnel; manages staff workloads and employee time off requests; creates implementation plans; informs senior management of time conflicts with existing projects; provides project estimates and monitors project progress; monitors system performance and capacity for new applications.
6. Manages and coordinates the delivery of user workstation support services throughout the courthouse, responding to customer requests for services and resolution of problems associated with their use of computer hardware, standard and specialized software, peripheral equipment, devices, network connectivity and other technology tools; manages the delivery, installation, configuration and maintenance of hardware and standard business and Court specialized software.
7. Manages and monitors capacity and performance quality measures; evaluates customer trends; develops and updates performance standards and procedural tools; conducts and/or directs operational audits to ensure procedural and performance standards are met; implements quality management methods to improve service delivery and cost effectiveness; develops and manages the implementation of contingency plans to meet emergency or peak customer service needs for assistance.
8. Handles difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve customer complaints or ensures that appropriate action is taken by other departmental staff.
9. Directs and oversees on-going asset management programs and activities, including planning for, implementing and tracking upgrades and replacements of computer hardware and software; manages and administers software licenses, ensuring contract and legal compliance.
10. Manages, monitors and oversees work of the data center to ensure systems availability, integrity and responsiveness; ensures the soundness and efficiency of operational practices and procedures; monitors overall operational performance; ensures timely and effective problem identification and resolution; investigates and resolves escalated customer concerns and complaints; reviews systems performance statistics and oversees system and network configuration and modifications and fixes to correct and optimize system performance and cost-effectiveness; participates in disaster recovery planning and systems and data security administration.
11. Acquires, researches, evaluates, and tests applications, products, and software packages; contacts vendors and arranges on-site presentations; plans, develops and executes test plans; develops test scenarios and documents results and problems encountered; runs monitoring software for performance and errors; completes and forwards purchasing requests.
12. Research, review, and define software and hardware standards and presents to management for approval; participates in development of information systems standards, including standards for hardware and software, development of databases, programming languages and testing procedures.
13. Evaluates training needs of staff; develops and reviews user training and submits to senior management for approval; trains staff on new tools and technology.
14. Supervises and participates in the development of system, network, and customer documentation, including user manuals, data dictionaries, system process flows and data model diagrams.

Other Duties:

1. Dispatches staff to provide on-site workstation support; may provide on-site support as needed.
2. Provides support for all internet and intranet applications.
3. Participates in the development and implementation of network and system security policies.
4. Configures and deploys application software on workstations.
5. Performs other Court-related duties as assigned.

Knowledge of:

1. Principles, practices, and techniques of information systems management, including applications design, software development methodologies, tools, hardware and software options for business and operations applications.
2. Operating system architectures, characteristics, components, uses and limitations applicable to the Court information systems environment.
3. Network architectures and protocols and theory and principles of network design and integration.
4. Principles, practices and methods of systems/networks and database administration and maintenance.
5. Internet/intranet technologies and design concepts.
6. Principles, practices, and tools of project management.
7. Trends and directional developments in information technology as they apply to formulating technological solutions to business objectives.
8. Customer relationship management and internal consulting concepts and practices.
9. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
10. Management theory, concepts, and techniques for process improvement.
11. Principles and practices of sound business communications.
12. Principles and practices of effective management and supervision.
13. Court Human Resources policies and labor contract provisions.

Ability to:

1. Plan, organize, integrate, and manage the work of an information systems section.
2. Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
3. Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring, and managing task completion, anticipating, and avoiding problems and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
4. Identify information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
5. Set priorities and allocate resources to meet needs in a timely, effective manner.
6. Understand, interpret, explain, and apply department rules, policies, laws and regulations applicable to areas of responsibility.
7. Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
8. Prepare clear, concise, and comprehensive correspondence, reports, studies and other written materials.

9. Exercise sound independent judgment within general policy guidelines.
10. Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
11. Establish and maintain effective working relationships with judicial officers, Court and County employees, supervisors, staff, union representatives, representatives of other governmental agencies members of the public and others encountered in the course of work.

MINIMUM QUALIFICATIONS

Experience: Requires six years of increasingly responsible experience in system analysis, systems engineering, database administration and/or analysis, operating systems, network analysis and/or management or a similar field in multi-platform information systems environment including one (1) year of supervisory and/or managerial experience.

OR

Any combination of relevant experience and/or education that would demonstrate that the individual possesses the necessary knowledge, skills, and abilities, as determined by the Court Executive Officer.

Education: Requires a bachelor's degree from an accredited college or university with major course work in information systems, computer science, engineering, business administration or related field. Additional qualifying experience may be substituted for the desired education on a year-for-year basis.

LICENSE OR CERTIFICATE:

A valid class C California driver's license required

SPECIAL REQUIREMENTS

1. Strength, dexterity, coordination, and vision to use a keyboard, computer monitor, and other office equipment daily and for extended periods of time.
2. Occasional lifting and carrying of objects weighing up to 40 lbs.
3. Frequently sit, stand, walk, move, bend, stoop, lift, and stretch.

EMPLOYEE BENEFITS

The Superior Court provides a comprehensive package of employee benefits. Our programs include medical, dental and vision insurance, health and dependent care flexible spending accounts, term life insurance, long term disability and accident insurance and other employee benefits. The Court makes considerable contributions to health and retirement benefits on behalf of the employees.

The Court also provides paid time-off:

- Paid Holidays – Full-time employees receive 13 paid holidays
- Paid Annual Leave – Full-time employees initially accrue 22.5 days per year, accruals increase based on years of service

Health Insurance: The Court offers three levels of medical coverage for employees to elect. The Court pays 100% of the employee medical, dental and vision premiums and contributes a substantial amount towards dependent(s) coverage. Employees who waive Court-sponsored medical insurance and who provide proof of other group medical insurance are eligible to receive \$274 per pay period (24 periods per year) in-lieu of Court-sponsored medical insurance.

Life Insurance: The Court gives you the ability to help financially protect your family/beneficiaries with Life and Accidental Death & Dismemberment (AD&D) Insurance. You have the option to supplement the Court-paid \$40,000 policy with life insurance for family members and additional coverage for yourself through Voluntary Life Insurance.

Retirement: The Court pays a considerable bi-weekly contribution on behalf of the employee to California Public Employee Retirement System (CALPERS). All regular employees are required to enroll in CALPERS and contribute 6.5% bi-weekly for the defined benefit plan [2% at age 62].

Deferred Compensation: The Court offers employees the ability to participate in 457 deferred-compensation plans.

Employee Assistance Program (EAP): The Court provides employees with support for a wide variety of challenges through EAP. Benefits include up to three (3) sessions, every six (6) months of face-to-face confidential counseling.

CLOSING DATE

January 23, 2023

REQUIRED APPLICATION MATERIALS:

- Letter of Interest
- Resume
- Court Application

Application materials must be submitted as a **single e-mail attachment in PDF format** to personnel@kings.courts.ca.gov or by mail:

Superior Court of the State of California
County of Kings
Attn: Human Resources Division
1640 Kings County Drive
Hanford, CA 93230

The Court Application is available on our website: [Employment | Superior Court of California | County of Kings](#)

EOE/AA Employer

[This is not an offer of employment by the County of Kings or State of California]