May 2020
FLSA: EXEMPT
CLASS CODE: 01607

CHIEF TECHOLOGY OFFICER

DEFINITION

Acting under the direction of the Court Executive Officer, assists with strategic direction and overall administration and management of the Information Technology (IT) Department of the San Joaquin Superior Court.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Court Executive Officer. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a Senior Management classification which supports the Court Executive Officer in directing the development and implementation of organizational goals, policies and programs for the IT Department with specific focus on meeting the needs of Court users and Court operations. This class is responsible for strategic, as well as day-to-day, direction for all significant functions of the IT Department. This class is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Court goals and objectives within general policy guidelines. This class reports directly to the Court Executive Officer.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Administers Court operations in a manner consistent with applicable laws and statewide local rules of court, specifically overseeing the activities applicable to IT staff.
- Oversees planning, forecasting and administration of the IT Department's budget.
- Assists Court Administration in developing, communicating and implementing organizational goals, objectives, values and policies; develops and implements procedures and work standards for the IT Department.
- Plans, organizes, coordinates, and directs the work of the IT Department; selects, directs and evaluates performance of managers and staff through subordinate managers; handles personnel issues.
- Develops organizational goals and objectives by monitoring, reviewing, planning and directing ongoing IT operations; directs studies of existing practices, procedures, methods, programs and services to assess efficiency or need for changes in IT's organization,

operations and service delivery; directs long and short term planning for innovative IT programs, services and a Court IT roadmap; develops specific proposals to meet identified needs; administers the budget of the IT Department.

- Oversees the administration and maintenance of the Court's information technology infrastructure; evaluates, selects, and approves Court-wide computer purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and implements new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Monitors changes in laws, regulations, and technology that may affect Court or departmental operations; implements policy and procedural changes as required.
- Directs the development and implementation of IT's management systems, information and record-keeping systems, and related management controls.
- Oversees enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of Court network information systems.
- Assists the Court Executive Officer and Judges in establishing and implementing rules, policies and procedures for IT operations.
- Maintains regular contact with Court Administration and Court Management and serves as a technical resource.
- Directs the preparation of a wide variety of IT records, written, statistical and budgetary reports, correspondence, contracts and related written materials.
- Represents the department to other Court departments, Judicial Officers, California Court Technology Center, and other justice agencies and community-based organizations; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Participates on both Court-specific and statewide judicial committees.
- Represents the Court and Court Executive Officer as assigned.
- Other duties or responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, organization and functions of the Superior Court system including comprehensive knowledge of programs and services.
- Principles and practices of organization, administration, fiscal management and budget preparation and control; court policies, processes and procedures.
- Principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Federal and state legislation and local court rules pertaining to court administration and operations including statutes and case law; analytical methods and techniques; management, information and record-keeping systems related to the work; legal terminology, forms and procedures.
- Public agency budget development, contract administration, Court-wide administrative practices, and general principles of risk management related to the functions of the assigned area.

- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of Court government administration.
- Principles and practices of information technology infrastructure, project and program management.
- Principles and practices of network design and management.
- Current and emerging hardware and software technologies.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, contract negotiations, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Court in contacts with governmental agencies, community groups, and various regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, judges and Court staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the Court.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of IT programs and administrative activities.
- Conduct effective negotiations and effectively represent the Court and the department in meetings with governmental agencies, contractors, vendors, and various regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from an accredited college or university with major course work in management information systems, information technology, computer science or a closely related field.

AND

Seven (7) years of progressively responsible managerial experience with a court or other government, public organization in systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, network analysis and/or management, business requirements or a similar field in a multi-platform information systems environment which included planning, organizing, directing, supervising and coordinating the work of one or more major systems projects and management of staff.

Substitution: A Master's Degree in management information systems, information technology, computer science or a closely related field may be substituted for one (1) year of experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact

with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.