



King County

**Informational Technology Director
(King County District Courts)**

Posting Open July 19,2013 to July 31, 2013

Knowledge, Collaboration, Innovation Teamwork

King County District Court is in search of an Information Technology Service Delivery Director (IT SDD) who will lead a team of technology professionals in managing King County District Court servers, storage, network, telecom system and workstations.

This position will directly oversee and guide IT staff in day-to-day operations, strategic planning, and execution and work with other District Court and IT leaders to develop solutions that are in alignment with the District Court's needs and in compliance with King County Information Technology (KCIT) service standards. This IT SDD will ensure effective infrastructure management of key initiatives, programs, and projects supporting the timely sourcing and provision of deliverables. In order to position District Court IT to meet the current and future business needs of the Court and its stakeholders, the IT SDD will effectively and expediently restructure the District Court's IT operations. Adherence to King County Information Technology (KCIT) security standards will be a primary responsibility of this role, effectively managing and planning for risk mitigation while ensuring the secure management of District Court's IT infrastructure and customer data.

Directing the management of key initiatives, programs, and projects and assuring the timely provision of deliverables is critical to this role. To fortify the service and support model, this manager will lead efforts to develop and document processes and procedures while restructuring operations to position the District Court to meet current and future business needs of its stakeholders.

The IT SDD role requires a self-starter and strategic leader that has developed short and long range strategic plans centered on technology related solutions, and has led the successful execution of the strategic plan(s).

Upon commencing this pivotal role, the IT SDD is charged with the immediate drafting of a 5-year strategic technology plan. As the short-term implementation plan, advances, an annual

update will be required as part of restructuring of the IT service and support model for District Court. Development of the technology plan will include presenting a business case to District Court's City Partners.

As a key member of the KCIT Management Team, the King County Technology Management Board Governance body and the KCDC Technology Committee, this IT SDD is expected to collaborate and partner with other IT Service Delivery Managers and Directors of the Executive Branch to share solutions, while continuing to provide the highest quality IT service to District Court. Reporting to the KCIT Customer Services Director and the District Court's Chief Administrator Officer, this is an "at-will" position that serves at the pleasure of the District Court Executive Committee.

As the IT Director you must be knowledgeable about how organizations operate and be capable of working collaboratively and maneuvering through complex situations effectively getting things done both through formal and informal channels. Dedicated to meeting the expectations of internal and external customers, you must spend your time and the time of others on what is important, anticipating and adjusting for problems and roadblocks. The qualified candidate steadfastly pushes themselves and others for results, bringing out the best in people. Effective communicators and people builders, they are able to foster open dialogue among team members creating a climate where people want to do their best.

King County

Guided by a strategic vision created to provide and enhance needed services over the coming years, King County is progressive and proactive. We use technology and innovative business practices to keep ourselves on the leading edge. King County is the 14th most populous county in the nation and the second largest government in Washington State. Within King County, there are over 1.9 million people living within 2,134 square miles. The county's core businesses include; law enforcement, prosecution, judicial administration, adult and juvenile detention, development and environmental services, natural resources and parks, community and human services, public health, transportation, employment and administrative services. The nine members of the Metropolitan King County Council serve as the legislative branch of King County Government. This Council adopts ordinances and motions, sets policy for the county, and holds approval authority for the county budget. Altogether, King County's budget for 2011 is \$5.1 billion. King County IT provides IT services to over 13,000 employees.

King County Information Technology (KCIT)

Formalized in King County's code in 2011, the King County Information Technology Department is determined to take organizational change from multiple, functionally focused organizations (decentralized model) to one world class technology services provider. Providing county-wide information technology

solutions tailored to meet the business needs of a diverse list of county agencies, as well as regional services ranging from GIS to Radio Services, this centralized approach will allow for a consistently high quality customer experience, strategic IT resource planning, and a comprehensive approach to IT investments.

Our strategies for accomplishing our vision focus on several audiences:

Customers are the focus of our E-government, Customer Service, and Regionalization strategies; aligning with one of our core principles to be a service focused organization.

King County employees are an additional focus area which is addressed through Collaboration, Mobility, and Unified Communications strategies. Providing enabling technologies is critical to the countywide efforts around process improvement and employee engagement.

Our final area of focus is internal and targets our new IT organization where we solidify and strengthen some of our foundational components. Strategies targeting this area include enterprise architecture, cloud computing, technology modernization, and Information Assurance.

Critical to success in all areas is a commitment to successful implementation and continuous process improvement. Recent and ongoing efforts to streamline and improve project execution and oversight as well as operational support will continue to improve our foundation. Even more important to our foundation is an increased priority and reliance on our workforce. Our staff is our most valuable asset and we need to empower them by providing appropriate tools, management interaction including clear expectations and direct feedback, and appropriate training on technologies, processes, and soft skills.

By matching our strategies with our core values and driving principles of being a service focused organization, being committed to our customers and citizens, investing in and empowering our staff, and seeking to continually improve our processes, we solidify our commitment of becoming a world class technology services provider.

Find a personally rewarding career in Information Technology that allows you to maximize your potential and receive recognition for your own talents. Join our team and get the recognition you deserve! We value diversity in our work environment and know that employees treated with respect not only perform better, but further the mission and purpose of King County's Strategic Plan. King County values the balance between work and life outside of work. We offer an outstanding benefits package, 10 paid holidays, life insurance, an Employee Assistance Program and much more. Please visit our website to learn about King County's commitment to employee's health and well-being:

<http://www.kingcounty.gov/employees/>.

WORK LOCATION: King County District Court Courthouse (KCC) – 516 Third Avenue, Seattle, Washington 98104

REPORTS TO: This position reports to the KCIT Customer Service Director and the District Court’s Chief Administrative Officer.

For information about the status of your application please contact Melanie Hanisco at (206) 263-8062 or email melanie.hanisco@kingcounty.gov.

JOB DUTIES:

- Provide vision and leadership in developing an effective IT support team.
- Develop and implement service and innovation metrics for the District Court IT solutions.
- Develop, refine, and document IT operational and architectural standards, best practices and guidelines to ensure application availability, reliability, and operational efficiency.
- Serve as a key partner with our business leaders and District Court IT staff to develop an understanding of the District Court business model.
- Serve as a key resource to other IT leaders, assisting in understanding business needs, gathering requirements and translating them into IT solutions.
- Cultivate a learning organization, built on trust and collaboration
- Serve as a Contributor to the Enterprise Security Management team providing mitigations/solutions to identified IT infrastructure risks.
- Lead multiple internal IT Operations/Infrastructure projects to ensure that District Court is current with technologies, adherent to industry and organizational standards and best practices and capable of efficiently delivering computing services.
- Serve as key resource to other IT Operations leaders ensuring coordination and cohesiveness in delivering operational solutions to District Court’s internal and external customers.
- Develop/Refine standardization strategy to improve quality and efficiency of IT services.
- Provide Vendor management for all IT vendor contracts. Responsible for monitoring contracts with vendors for contract compliance, optimal support and maintenance.
- Serve as a business leader in driving an internal assessment and gap analysis of District Court’s IT operational model; focusing on infrastructure, customer engagement model, vendor support, project management, and skills inventory.
- Provide Governance and oversight of projects and project resources to effectively and consistently deliver projects on time, within scope, and within or under budget.
- Develop and deliver key operational metrics to measure the effectiveness of the IT Operations team, and identify areas of improvement.
- Foster a fast paced, change-oriented culture that is focused on delivering high quality solutions in conjunction with transitional efforts to drive significant improvement across the IT service and support model.
- Mentor IT team members, focusing on maturing IT Operations in support and project

management capabilities.

- Identify training and mentoring needs of the team, and establishing a training plan for all IT team members.
- Set goals and objectives for the division and for each individual team member in alignment with the strategic plan of the District Court.
- Other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Ten or more years of information technology experience working directly with enterprise architecture and infrastructure platforms.
- Minimum of five years of senior-level management experience in an IT operations-related discipline such as systems administration, networks, application management, or data center operations.
- Project Management experience delivering IT operations related capabilities in a cross domain environment.
- Strong technical and functional skills - network, hardware, storage and operating system concepts with emphasis on client / server based solutions.
- Familiarity with fundamentals of ITIL Service Delivery Framework.
- Strong working knowledge of IT security and compliance architectures programs and processes.
- Capability to absorb, master and leverage emerging technologies (such as Cloud, mobile computing, virtual computing, etc).
- Bachelor's Degree in Computer Science, Management Information Systems (MIS/CIS), Business, or other related field or the equivalent of education and experience is required.
- Experience effectively dealing with ambiguity, making decisions and acting without having the total picture.
- Is not fearful of acting with a minimum of planning independently and proactively driving closure in an expedient manner.
- Demonstrated experience in the planning and management of technology roadmaps, strategic plans, and / or service models.
- Experience within a highly distributed, high availability, front-line oriented business environment.
- Ability to inspire and motivate individuals, units or entire organizations into high performing teams, achieving goals on a consistent basis.
- Independent leader that creatively utilizes technology in developing staff and defining processes to analyze and solve unique business problems in a cost-effective manner.
- Ability to establish and maintain effective relationships with customers, gaining their trust and respect.
- Demonstrated ability to present the unvarnished truth in appropriate and helpful manner using diplomacy and tact.
- Demonstrated experience in convincing others to initiate actions to achieve enterprise-wide system objectives creating breakthrough strategies and plans with customers and partners in mind.
- In-depth knowledge of operations management processes and products with

emphasis on stabilization and standardization. Proven ability to operate at both the strategic level as well as the tactical level.

- Excellent oral and written communications skills to include the ability to: make presentations to diverse audiences; develop and maintain effective working relationships with peers, subordinates, and; present solutions with clarity and precision.
- Skilled in building consensus and coming to a resolution with a diverse group of individuals.
- Ability to maneuver through complex political situations effectively and quietly having the patience to hear people out considering the opinions of others even when he/she disagrees.

DESIRABLE QUALIFICATIONS:

- Background in court and/or legal environments
- ITIL Certification
- PMP and/ or extensive project management experience with complex IT related operations-related services

Example of Projects the IT SDD will be expected to complete:

- Development of the Technology Strategic Plan taking into consideration the available resources within District Court and KCIT.
- Identify Requirements, Develop and Implement Electronic Filing System with both internal and public facing utility.
- Upgrade and integrate existing systems such as Master Calendar (calendar of court dates), DCOR (viewer of images of court files) and Input Accel (scanning, indexing, and workflow) with to be developed Electronic Filing System.
- Identify, Evaluate, recommend and implement Case Management Systems and processes including Court Calendaring taking into consideration the existing Master Calendar system.
- Successfully identify, gather and use information in order to obtain budget authority for IT projects.

NECESSARY SPECIAL QUALIFICATIONS: The candidate selected for this position will be required to pass a background investigation.

PHYSICAL REQUIREMENTS: The work environment is indoors in a general office environment with minimal exposure to health and safety hazards.

ADDITIONAL MATERIALS REQUIRED: Please include a resume and cover letter that describes how you meet or exceed the requirements for this position. These materials are supplemental to your application. You must still completely fill out the application with your relevant education and work experience. Your application may be rejected as incomplete if

you include relevant information only on the resume or cover letter.

Supplemental Questions:

1. Are you authorized to work in the United States?

Yes No

* 2. Does your authorization require sponsorship now or in the future from an employer or other source? (This does not preclude you from being considered for this position.)

Yes No

* 3. All candidates for employment with KCIT must undergo a thorough background investigation process, including checking references. The process for this position may also include fingerprinting. Are you willing to undergo a background investigation process as described above?

Yes No