



## *Administrative Office of the Courts*

### **IT SERVICE DELIVERY COORDINATOR**

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#### **Scope of Responsibility**

- Manages the planning, design, development, implementation, operation and continuous improvements of information technology (IT) service delivery standards for the Administrative Office of the Courts (AOC) Information Services Division (ISD). This requires the development of processes and methods around the management of changes to the Judicial Information Services (JIS) applications and underlying services and infrastructure.
- Reports to the ISD Associate Director and is responsible for performing work with the appropriate degree of expertise and skill in a proficient, qualified and specialized role.
- Serves as the expert/specialist with regard to IT service delivery. Work is performed independently with decision making responsibility commensurate with the technical and business expertise required of the position. Work products are expected to be of the highest quality and utilized for review, evaluation and recommendation across AOC from technical support groups to executive leadership.

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#### **Essential Activities**

- Implements and maintains IT Infrastructure Library (ITIL) based standards to improve the overall capabilities and maturity of ISD service delivery.
- Leads the ISD Operations Control Board (OCB), an internal ISD group that acts as the 'operations bridge' for service delivery by coordinating the schedule of changes to ISD services and applications according to a set of orchestrated, high quality and well understood principles.
- Provides overall guidance to current ISD service delivery practices, defining roles and responsibilities; participates in creating Service Level Agreements by translating the business needs of the courts and judicial branch into actionable requirements.
- Provides service delivery troubleshooting, consulting, and problem resolution, with regard to IT issues that are complex, systemic, recurring and/or high impact.

- Participates in planning and design reviews for high risk, high impact statewide systems and services.
  - Provides technical mentorship and coaching to other system support staff.
  - Performs other work as assigned.
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### Key Competencies

- Possess advanced knowledge and is highly skilled in the implementation and use of IT service delivery practices. Understand and articulate the requirements of the user community who rely on AOC applications and services.
  - Able to quickly understand complex business functions in order to achieve significant business knowledge.
  - Communicate effectively with a varied audience; communicate clearly and persuasively with others orally and in writing; establish and maintain appropriate and effective working relationships.
  - Use analytical and problem solving skills and clearly articulate ideas on problems, and business issues.
  - Coordinate multiple interdependent projects and quickly adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
  - Demonstrate depth of understanding and knowledge regarding change, release and transition management, enterprise architecture, software development life cycle, quality assurance and project management methodologies, and business processes.
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### Qualifications and Credentials

A bachelor's degree in Information Technology, business administration, public administration or closely allied field; **AND**

- Five years of recent and progressively responsible experience working with complex information technology systems - to include experience working in an Information Technologies Infrastructure Library (ITIL) environment.

Combination of relevant education and experience may substitute for qualification requirements listed.

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### SALARY RANGE: 70

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered under the Fair Labor Standards Act (FLSA).