Administrative Office of the Courts

Associate Director, Information Services Division

Scope of Responsibility

This position reports directly to the Information Services Director/CIO and assists the Director in planning, developing and delivering Information Services Division (ISD) services to the Administrative Office of the Courts (AOC) and all levels of courts statewide. Oversees and coordinates the internal operations of the ISD and is responsible for making recommendations to the Director for changes or adjustments to business processes within the division and implementation of any new policies, processes, or procedures. Decision making responsibility covers ISD. Assists the ISD Director to provide control and direction over ISD programs and resources. Has substantial influence on ISD policies and services. Interprets and implements broad agency policy for developing technology program guidelines and procedures. Applies advanced management principles and skills.

Essential Activities

- Assists Director in planning, developing, and delivering ISD services to the AOC and all levels of courts statewide.
- Assist the Director in establishing and communicating ISD directions and priorities.
- Provides direction and oversight to other ISD Unit Managers.
- Oversees and coordinates the operational and business processes within ISD to ensure efficiency, consistency, and effectiveness of the work products produced in the integration and development of the JIS system(s).
- Reviews and evaluates current business processes of ISD, and recommends changes necessary to ensure achieving long-term strategic goals.
- Assists the Director in providing support, advice, and assistance to the Judicial Information Systems Committee (JISC).
- Directly supervises the Policy and Planning unit and ensures adherence to standards, methodologies, and procedures.

Essential Activities (Continued)

- Provides oversight and actively monitors service level agreements between the Administrative Office of the Courts (AOC) and outside customers and courts.
- Within the scope of responsibility, interacts with AOC and client personnel in all phases of the application development cycle to develop and support AOC computer applications.
- Responsible for adherence to AOC, JIS or ISD policy, and standards.
- Prepares written reports and gives oral presentations to large groups both internal and external.
- Performs other work as assigned.

Key Competencies

Must demonstrate proficient knowledge, expertise and abilities in the following areas:

- Ability to function effectively in a highly political environment.
- Strong leadership skills.
- Effective communications with others both orally and in writing.
- Ability to build trust and open communications.
- Ability to resolve issues and/or conflicts among individuals or groups.
- Ability to establish and maintain good working relationships with co-workers, management, and other constituents.
- Critical thinking and decision making.
- Understanding of strategic planning methodologies, business analysis, and information system management.
- Customer Relationship Management (CRM).
- Principles of business process engineering.
- Enterprise Architecture knowledge and experience (enterprise, data, and business).
- Ability to solve difficult and complex strategic business problems and provide appropriate recommendations and sound advice.
- Results oriented.
- Establish and maintain interpersonal leadership skills and abilities.
- Understanding of the interaction and mission of interested groups, boards, committees, the judicial community.
- Understands the global view.

Qualifications and Credentials

A bachelor's degree in computer science, business administration, public administration or closely allied field **AND:**

- Ten years management experience in a complex information technology environment.
- Direct experience with implementing a major systems modernization effort and legacy applications.
- Experience managing and directing other IT managers and information technology professionals.
- Experience in strategic, operational, and tactical IT planning.
- Demonstrated ability to lead and manage change.

Demonstration of relevant work experience may substitute for education experience.

SALARY RANGE 99

- 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).

Revised: 7/2014
Title Change: 12/2010
Established: 1/2009