COURT COMPUTER SYSTEMS MANAGER

DEFINITION

Under general direction, to supervise, coordinate, review, and evaluate the work of an assigned group of Court computer technical staff performing a variety of professional Court computer related work; to manage a large segment of the Computer operation for the Court; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the first full supervisory level. Incumbents provide full supervision, training, evaluations, and guidance for technical support staff assigned to the manager's program area.   This class is distinguished from Court Computer Facilities Coordinator by the exercise of full supervisory responsibilities over multiple staff, whereas the Computer Facilities Coordinator directs activities in a specific facility acting in a lead capacity over staff and evaluating work for quality control purposes and not for subordinator work performance evaluation purposes.

REPORTS TO

Director, Information Technology Group.

CLASSIFICATIONS SUPERVISED

Court Computer Facilities Coordinators, Court Computer Applications Programmers, Court Computer Applications Analysts, Court Computer Systems Engineers I and II.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervises staff; participates in the selection of staff; conducts employee performance evaluations of subordinate staff; provides direction, project coordination and oversight, and training for assigned professional programming, analyst and system engineer staff; works with Court judicial officers, management, and staff to develop new software applications and convert Court business to computerized methods; develops programming specifications and requirements for program code development; may work closely with software consultants in the development of software applications; provides support for the Information Technology Group management staff in the long range development and use of data processing resources; works with users in the testing, debugging, and modification of newly developed software, establishing methods for program testers to transmit problems and concerns to the Information Technology Group; translates

program specifications and requirements into computer programs; develops test data, tests programs, and makes revisions to eliminate errors and excess processing time; develops system and logic diagrams for programming applications; prepares flow charts, operations manuals, and procedures manuals for use by software users; conducts feasibility studies to determine the efficiency and practicality of converting business applications to computerized systems; may work with users in troubleshooting and correcting software problems associated with fully developed applications; organizes, directs, and supervises the Computer Help desk function; directs a variety of technical support functions in the installation, maintenance, and troubleshooting of computer hardware and software; ensures proper installation, configuration, and upgrading of computer hardware and software; receives referrals from the Computer Help Desk and works with users to troubleshoot and resolve problems; oversees the proper set-up, management, and maintenance of user accounts; performs a variety of hardware and software testing; performs general searches and maintains an awareness of bugs, patches, and fixes for software used by the Superior Court of California, County of San Francisco; develops recommendations on computer use for ITG management; oversees proper utilization of an on-line problem reporting and management system; ensures regular follow-ups of user inquiries; assists with preparation of computer documentation; provides programming support and problem resolution for communications programming; assists with the planning, installation, maintenance, and repair of computer networks; provides direction for central computer operations, report development, and client communications; represents the Information Technology Group in contacts with a variety of users, other agencies, and clients; develops and implements policies regarding the acquisition and utilization of computer resources; plans the development and implementation of computer networks; schedules priorities and plans computer acquisitions, upgrades, installation, and maintenance; coordinates Court computer resources with other on-line systems, as necessary; performs special statistical and budget analysis for the development of Court computer resources and systems; assists with the development of training programs in the use of computer resources for Court judicial officers, management, and staff; serves as a central information source regarding Court data processing and information functions; works with Court judicial officers and executive management to determine and work towards meeting computer resource and information service needs; serves as System Wide Administrator; develops and presents special studies on the use and upgrading of data processing resources; represents Court Information Technology functions with Court staff, the public, vendors, and other agencies; performs a variety of special assignments as directed.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; routinely and often lift and move objects weighing up to 50 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office and computer training center environment; continuous contact with other staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Principles of supervision, training, and employee evaluation.
- Principles of work direction, project oversight, and training.
- Principles of project management, assessment and evaluation.
- Computer equipment and software used by the Superior Court of California, County of San Francisco and the functions of the Superior Court of California, County of San Francisco.
- Systems analysis, development of software applications, and conversion of business requirements to computerized systems.
- Symbolic programming languages, data base languages, and general software used by the Superior Court of California, County of San Francisco, County of San Francisco.
- Research and information gathering techniques.
- Computer program testing, debugging, and modification techniques.
- Statistical methods and analysis.
- Development of technical system documentation and comprehensive user manuals.
- Production capacities and general capabilities of data processing equipment.
- Principles of computer networks.
- Principles and software used in computer communications systems.
- Job processing, monitoring, and error correction on a centralized computer system.
- Information gathering and logging methods and techniques.
- Public relations.
- Computer software configuration and testing.

Ability to:

- Supervise, direct, motivate, and evaluate the work of assigned staff.
- Provide work direction, project oversight, and training for assigned staff.
- Plan, organize, administer, and coordinate a major operation or application development projects within the Court.
- Analyze Court business functions and operations and convert them to computerized methods and systems.
- Work closely with Court judicial officers, management, and staff in the development, modification, and testing of computer software applications.
- Develop program specifications for preparation of program code.
- Codes, test, and debug computer programs.
- Prepare technical computer system documentation and comprehensive user manuals.
- Perform a wide variety of analytical work.
- Assist computer users with resolving software problems.
- Organize and present ideas and recommendations both orally and in writing.
- Organize and conduct surveys and develop analyses of user needs.

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- Organize statistical and narrative information in a clear, concise manner.
- Prepare comprehensive, clear reports.
- Operate a computer and use appropriate software in systems analysis and the development and debugging of computer programs.
- Effectively represent the Superior Court of California, County of San Francisco and the Information Technology Group in contacts with computer users and others.
- Maintain confidential information when required by legal or ethical standards.
- Establish and maintain cooperative working relationships.
- Direct and perform a variety of technical work in the installation, configuration, maintenance, and repair of computer hardware and software.
- Ensure proper response to Court computer user inquires and provision of a variety of technical assistance with identifying, troubleshooting, and resolving hardware and software problems.
- Ensure timely problem follow-ups with Court computer users.
- Provide software support and modifications for computerized communications systems.
- Test software and log problems.
- Skillfully use a variety of Court computer software and special software applications.
- Work closely with Court judicial officers, management, and staff in providing training and assistance with the use of computer equipment and software.
- Gather and organize information, developing logs and records.
- Generate a variety of computerized reports.
- Skillfully present ideas and information in oral communications.
- Effectively represent the Superior Court of California, County of San Francisco, and the Information Technology Group in contacts with computer users and others.
- Maintain confidential information when required by legal or ethical standards.
- Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Five years of responsible technical work experience in either the installation, maintenance, troubleshooting, and repair of computer hardware and software, or in the development of system software, or in the development and debugging of computer programs, including at least one year in systems analysis and business application development; preferably including at least two years of team or project leadership or supervision of staff, and

Completion of formal advanced education and courses in Data Processing and closely related subjects is highly desirable.

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Special Requirements:

An incumbent may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.