

CHIEF INFORMATION OFFICER

DEFINITION

Under general policy direction, the Chief Information Officer plans, organizes and directs the activities of the Information Technology (IT) Department; plans, directs and integrates the delivery of Court-wide information technology programs, services and infrastructure to support the achievement of the Court's mission and objectives; and collaboratively develops and manages the development and implementation of enterprise information technology systems. This position is designated as "at-will" and, as such, the incumbent serves at the pleasure of the Court Executive Officer.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent, executive management position that is responsible for program and budget development, coordination and goal setting in the IT area. The Chief Information Officer is responsible for providing vision and leadership in managing, directing, integrating, establishing standards for and maintaining security of diverse information systems and technologies programs and services for the Court. Established policies, procedures and standards may not available or may be so general in nature that the incumbent must exercise considerable discretion with respect to assignments and duties. This classification works under the direction of the Court Executive Officer or his/her designee.

ESSENTIAL FUNCTIONS AND DUTIES

The Court reserves the right to assign or reassign duties as required to achieve business and operational objectives. When assigned, all of the essential functions and duties listed below must be accomplished effectively, are standard, and may not be inclusive of all functions and duties that may be assigned. Essential functions and duties may include, but are not limited to those listed below.

- Manages, plans, organizes, directs and coordinates activities of assigned area(s) directly and/or through subordinate staff.
- Performs managerial duties including: recruitment; training development and delivery; prepares performance evaluations and provides performance coaching and management; scheduling, assigning and review of work; processing requests for leave; timekeeping; takes or recommends corrective and/or disciplinary action to address performance deficiencies in accordance with Court Personnel Policies and Procedures and labor contract agreements; and provides opportunities for professional development of staff.
- Manages and directs the development, implementation and evaluation of IT programs, plans, processes, systems and procedures to achieve Court goals, objectives and performance measures consistent with the Court's quality, ethics and public service expectations.
- Plans, prioritizes and coordinates the acquisition, implementation, utilization, installation, maintenance and ongoing support of IT systems deployed throughout all Court facilities.
- Develops and implements, in consultation with the Court Executive Officer or his/her designee, short and long-range strategic plans and priorities for the Court.
- Prepares and administers the IT budget, and determines resource allocation to ensure achievement of Court programs and goals.
- Directs studies of existing practices, procedures, methods, programs and services to assess efficiency or need for change.
- Directs, oversees and coordinates the delivery of systems and network interoperations with other agencies, system-partners and the Judicial Council of California.
- Coordinates and facilitates consultation with vendors, integrators, contractors and other representatives in the development, application and implementation of IT systems; participates in contract management; and negotiates IT-related services/pricing.

- Plans and coordinates implementation and development of network systems including network operating system software and hardware and communication networks.
- Configures and installs information system networks including hardware, operating systems software, network operating software, network client software and application software.
- Evaluates new network and A/V system hardware configurations, installations, software and vendor packages for items such as feasibility, user compatibility, performance and cost and makes purchase recommendations based upon those results and may also negotiate contracts.
- Performs and documents system security including back-up and recovery.
- Maintains professional knowledge in applicable areas and keep abreast of changes in job-related rules, statutes, laws and new business trends; make recommendations for implementation of changes; reads and interprets professional literature; and attends training programs, workshops and seminars as appropriate.
- Light facility maintenance, loads and unloads vehicles; moves furniture and equipment; may assemble or dismantle equipment, shelves, furniture, etc.
- Provides customer service and support.
- Manages Court's website.
- Communicates clearly, concisely and effectively orally and in writing; exercises tact, objectivity, sensitivity, discretion, courtesy and judgment in handling highly emotional issues and situations with a variety of people from diverse, socio-economic and cultural backgrounds.
- Establishes and maintains effective working relationships with judicial officers, other staff, members of the public, the parties and others encountered during work.
- Attends meetings and participates on assigned committees.
- Travels between Court facilities as necessary to carry-out duties.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

Experience: Five (5) years of progressively responsible experience 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 multi-platform information systems environment which included planning, organizing, directing, supervising and coordinating the work of one (1) or more major systems projects and management of staff.

Substitution: A master's degree or bachelor's degree from an accredited college, university or program with major course work in management information systems, information technology, computer science or a closely related field may be substituted for two (2) years of the required experience. In addition, possession of a certification in IT management may be substituted for one (1) year of the required experience [i.e., Certified Associate in Project Management (CAPM), Certified in Governance of Enterprise IT (CGEIT), Six Sigma Certification or Certified Information Systems Security Professional (CISSP)]

OR

Any combination of relevant experience and/or education that would demonstrate the individual possesses the necessary knowledge, skills and abilities as determined by the Court Executive Officer.

Knowledge and Abilities

Knowledge of:

- Management principles, practices and methods related to selection, training, evaluation, performance management, supervision of subordinate staff, program and budget administration.
- Superior court functions, characteristics, services and activities.
- Court and courtroom procedures and processes.
- Principles of network design and management.
- Operating systems architectures and communication protocols.
- Current and emerging hardware and software technologies, including database management software, video conferencing, internet-based services and advanced storage management.
- Operational and technical functions of the Court's case management system;
- Project management and coordination techniques and methodologies.
- Methods of long-term strategic technical planning and monitoring.
- Principles of management and analysis and organizational design necessary to analyze, recommend and implement change.
- Modern office methods and technology including the use of a personal computer and related software such as word processing, spreadsheets, databases, case management systems and scheduling programs.
- Public and program funding, budgetary preparation, cost analysis and fiscal management.
- Principles and practices of policy and/or procedure development and implementation.
- Principles and practices of research and analysis, including basic mathematics and statistical development and reporting.
- Legal terminology.
- Correct English use, punctuation, spelling and grammar.

Ability to:

- Utilize principles and practices to install server hardware and software.
- Install a variety of software and hardware systems and computer wiring and replacement of internal computer components.
- Adapt behavior or work methods in response to new information, changing conditions or unexpected obstacles.
- Evaluate alternatives and recommendations in the absence of easily applied rules.
- Evaluate situations, develop options, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and policies.
- Research, analyze and evaluate new service delivery methods and techniques.
- Prepare well-organized, clear, concise and accurate documents such as reports and correspondence.
- Plan, organize, direct and coordinate the work of subordinate staff.
- Select, supervise, mentor, reward, discipline, counsel, motivate and train assigned staff.
- Develop and administer the goals, objectives and procedures of assigned programs, functions, units or sections.
- Communicate clearly and concisely, both orally and in writing.
- Use strong interpersonal skills to establish and maintain effective working relationships with all levels of Court staff, elected and appointive bodies and members of the general public.
- Administer projects, as part of a team or as project lead, within the project scope, time constraints and resource constraints to achieve the desired objective.
- Use work-related computer applications such as e-mail, word processing, spreadsheets and/or the internet.

- Maintain confidentiality of information and exercise discretion and independent judgment.
- Lead, oversee and coordinate work activities and ensure staff complete responsibilities timely and accurately.
- Work under the pressure of deadlines, conflicting demands and emergencies.
- Understand, follow and give written and oral instructions.
- Complete all duties as assigned timely and accurately.
- Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.

Other Requirements

- Possession of a valid driver's license may be required depending on the position or the ability to provide alternate methods of transportation that meets job requirements.
- Candidates are required to pass a fingerprint clearance by the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ). Convictions, depending on the type, number and date, may be disqualifying.
- All Court employees must take the Oath of Allegiance.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements: Strength, dexterity, coordination and vision to use a keyboard, monitor and data entry devices; hearing to communicate with the public and Court staff; ability to sit for extended periods of time; walk or otherwise move within the Court facilities; reach with hands and arms; vision to read and write material; sufficient strength to frequently lift, carry, push or pull materials weighing up to 30 pounds and occasionally, lift, push or pull materials weighing up to 70 pounds; lifting position may be from floor to waist, and/or from the waist to an overhead position; stoop, kneel, squat and crouch to pick-up or move objects, office equipment and records; balance, stoop, kneel and crawl; handle, pinch, pull objects or controls; and speak clearly on the telephone and before groups.

Working Environment: Work is performed in an office environment with little exposure to outside temperatures or dirt and dust. The incumbent's working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office.

Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Work outside of these hours may be necessary in certain circumstances. This position is exempt from the provisions of the Fair Labor Standards Act and is not eligible for overtime.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this job classification, and are not construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Job Title	Chief Informational Officer
Classification Status	UM
Representation Unit	None
FLSA Status	Exempt
Established	09/04
Revised	01/2020
Previous Title	Information Technology Manager/Information Services Manager

General sign-off: I understand that I am expected to adhere to all Court policies and procedures. I have read and understand the explanation and description of this job classification. By signing below, I am declaring that I am able to meet the employment standards and perform the essential functions and duties of this classification with or without accommodation.

Signature _____

Date _____