

**Alaska Court System
Class Specification**

TECHNICAL SERVICES MANAGER

Salary Range: 22

EEO4: 11-3021

SOC: 01

Class Code: C3408

Definition:

The Technical Services Manager provides comprehensive statewide technical support for the Court's communications and technology resources related to office and courtroom needs and acts as the lead on various technology projects for the Alaska Court System. The Technical Services Manager performs administrative and technical duties managing the Alaska Court System's computer customer services section.

Distinguishing Characteristics:

The Technical Services Manager is a single-position job class responsible for the Alaska Court System's statewide phone systems, personal computers, security systems, video systems, recording systems, and related infrastructure. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees.

Supervision Received: The Technical Services Manager works under the general direction of the Chief Technology Officer. Methods of performing assignments are the responsibility of the employee so long as they are within established policies and procedures. Work is periodically reviewed to measure overall results and assure conformance with policy and procedure.

Supervision Exercised: The Technical Services Manager exercises full supervisory authority and responsibility for assigned staff.

Complexity of Tasks: The Technical Services Manager is responsible for the court's statewide electronic systems and most complex electronic projects. The incumbent is required to make critical decisions under pressure, and to recommend and implement emergency actions to restore failed systems.

Independent Judgment: The Technical Services Manager performs duties that require a high degree of independent judgment to evaluate situations and take necessary action to quickly resolve problems of a complex nature, prioritize work, and manage personnel.

Examples of Duties:

Assist the Chief Technology Officer (CTO) in the development of short-range and long-range plans for implementation of cost-effective technology, electronic equipment and systems statewide.

Serve as the project manager for the implementation of the court's digital recording system and other special projects as they arise.

Supervise technical staff within Information Systems Support. Interview, hire, train, evaluate, and discipline subordinate employees. Prepare interim and annual performance evaluations in advance of the due date; discuss ratings with employee, and forward for supervisory review, approval, and processing. Review and approve leave requests.

Plan, assign, and review the work of subordinate employees. Establish daily work priorities and schedules. Monitor the daily workflow. Ensure that standards for accuracy and processing are met within established deadlines.

Coordinate the activities of staff. Assign development and maintenance tasks and work projects. Coordinate travel schedules, system implementation, user training, and repair or replacement of equipment. Develop an adequate inventory system for parts and related items.

Manage the operation and maintenance of all automated electronic systems in court operations, including desktop computing and peripherals, courtroom recording systems, telephone and related equipment systems, and physical security systems.

Work in cooperation with Facilities Management to coordinate with architects and contractors regarding specifications for courthouse remodeling, courtroom design, clerk bench design, electronic, and electrical specifications.

Work closely with Area Court Administrators, Clerks of Court, and Presiding Judges to plan upgrades, manage maintenance, and troubleshoot district technology resources and special systems. Coordinate tasks with the Department of Public Safety and other federal, state, and local government agencies.

Direct and conduct testing of new electronic equipment; develop specifications for new equipment; assist in developing Requests for Proposals and other procurement documents for new equipment; participate in the review of bids to select successful bidders; serve as project manager and primary liaison with vendors.

Travel as necessary for repair/installation of technology resources and special systems in the courts.

Develop and maintain cooperative working relationships with relevant federal, state, and local agencies to ensure court technology needs are addressed.

Develop and update policy and procedure manuals and instructions to ensure effective use of installed technology.

Develop or direct the development of statewide technology operating and working procedures and standards.

Minimize disruption of services to court users during maintenance, upgrades, and replacement of existing systems.

Analyze long-term court technology system requirements. Review and evaluate the need for new hardware and/or changes in equipment.

Evaluate and make recommendations concerning vendor hardware, software, and training products. Perform other related duties as assigned by the CTO.

Knowledge, Skills, Abilities:

The Technical Services Manager requires knowledge of:

- Computers, automation, and systems design.
- The principles of supervision and management.
- Federal, state, and local government functions, organizations, and structures.
- The principles, practices, and techniques used in project management; current computer technology and trends, including information management, communications, and data administration; data processing systems design, programming, operations, and controls.
- Operating principles of electronic equipment including tools, methods, materials, and instruments used in installation, maintenance, repair, and modification of electronic equipment; principles and techniques of electronics data processing including familiarity with micro computer equipment and their operating principles.

The Technical Services Manager requires skill in order to:

- Use various types of computers and peripheral equipment.
- Facilitate resolution in difficult and controversial situations.
- Read and interpret drawings, plans, diagrams, and written directions pertinent to electronic equipment such as units, systems, or networks.
- Supervise technical personnel in the shop and at remote sites for installation, repair and training activities.

The Technical Services Manager requires the ability to:

- Lead and manage new or upgraded statewide technology projects.
- Communicate complex concepts in straightforward language.
- Analyze needs and recommend improvements for the system.
- Comprehend complex written material; interpret and apply rules, regulations, and instructions; evaluate suggestions and priorities; analyze problems and make appropriate recommendations.
- Establish and maintain cooperative working relationships with those contacted in the course of duties; review and prepare comprehensive reports.
- Communicate effectively orally and in writing and work effectively within a team context.
- Supervise the activities of subordinate staff; participate effectively in conferences and interviews; act as liaison between electronic technician staff and other court personnel.
- Review and assess the suitability of new electronic products being considered by the ACS.

Minimum Qualifications:

A bachelor's degree from an accredited college in computer science, public administration, management, information science, systems engineering, or a closely related field

AND

Three years of increasingly responsible experience in the information technology field

AND

One year of professional experience managing or leading projects and/or programs that included at least one large, enterprise-wide technology project with multiple stakeholders in multiple locations

AND

One year of technical experience in system analysis, design, programming, or network implementation.

The required work experience may have been completed concurrently.

OR

Graduation from a two-year associate program from an accredited college in computer science, public administration, management, information science, systems engineering, or a closely related field

AND

Five years of increasingly responsible experience in the information technology field

AND

One year of professional experience managing or leading projects and/or programs that included at least one large, enterprise-wide technology project with multiple stakeholders in multiple locations

AND

One year of technical experience in system analysis, design, programming, or network implementation.

The required work experience may have been completed concurrently.

Note: This position is in the partially-exempt service; the incumbent serves "at-will" to the appointing authority.

03/12 – Original, WPA

02/14 – Remove MQQ's

07/14 – Change in Class Code