

**Idaho Judicial Branch  
Position Description**

<b>Position Title:</b>	Senior IT Manager, Judicial Applications
<b>Effective Date:</b>	November 2015
<b>Salary Range/Grade:</b>	\$78,000 - \$91,000 (Grade 17)
<b>FLSA Status:</b>	Exempt - Administrative
<b>EEO Category:</b>	Professional

**General Position Summary:**

The Senior IT Manager, Judicial Applications is responsible for the development, configuration and delivery of all judicial software applications to Idaho's court system. This manager leads long-range application strategy planning and serves as the primary technical leader from inception to delivery for judicial software applications. This individual defines and develops the software application delivery processes and coordinates systems analysis, application development and application configuration activities. This manager directs software delivery teams in the areas of technical direction, future planning, scheduling, and development, configuration, and testing practices. The Senior IT Manager, Judicial Applications also defines and oversees the application support process for all judicial applications.

The Senior IT Manager, Judicial Applications is responsible for all software applications delivered and managed by the Idaho Supreme Court including court case management, financial management, problem-solving courts, misdemeanor probation, pre-trial services, prosecutor/public defender applications, citizen portal, extended judicial partner portals, electronic payment portals, electronic filing, electronic service/notice, jury applications, web applications/on-line services, web sites, system integrations, data exchanges, reports, business intelligence, analytics and other specific business function applications. This individual leads three teams of technical and business resources in the areas of Court Applications; Information Design and On-Line Services; and Integrations, Reports and Development. The position works with a great deal of independence under the general supervision of the Chief Information Officer.

**Major Duties and Responsibilities:** (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

- Plans, coordinates, and supervises activities related to the design, development, implementation, and improvement of all software applications used to operate Idaho's judicial court system;
- Manages the operational lifecycle of judicial applications to include establishing and administering an application portfolio management structure and roadmap;
- Works with multi-functional groups to identify court software application requirements, design needs, and relative criticality of judicial applications in the application portfolio;
- Coordinates and conducts gap analysis of capabilities provided by existing judicial applications compared to business requirements, identifies shortfalls, and implements process changes, configuration changes and/or enhancement requests;
- Identifies on-line application/service needs; guides design; directs implementation; and monitors usage of on-line, web-based court applications, and web sites;
- Coordinates with applicable functional communities, agencies, and entities to identify, design, develop, test, and implement data exchanges between justice partners;
- Identifies report requirements for business users and provides solutions to provide accurate, timely reports;
- Leads planning, testing and conversion activities to fully convert legacy court data into new judicial applications, as needed;
- Provides technical recommendations for identity and access management for enterprise judicial applications;
- Works with project managers to meet scheduled milestones to ensure project/program objectives are met in a timely manner;

- Works with IT and vendor personnel to appropriately manage resource needs across projects and implementations;
- Works with business leaders to address policy development to solve complex business issues related to software applications;
- Works with court users to ensure continuous data quality;
- Acts as data steward to ensure quality and accuracy of data used by and within enterprise court/case management applications, including the coordination of data investigations and timely resolution of data issues;
- Establishes processes, procedures and architectures to maximize the performance and availability of critical applications;
- Sets the direction for release and configuration management standards, minimizing adverse impact to production services while maintaining the technical and data integrity of applications;
- Executes the processes relevant to supporting applications, to include change, release, and configuration management of software applications;
- Works with process owners to define how application-level incidents and problems are tracked, managed, and resolved;
- Communicates software and data issues and impacts to senior management;
- Coordinates with training personnel to provide documentation and information to be used in training channels and forums to educate users on judicial application functionality;
- Seeks, suggests, and implements initiatives for process improvement, cost reductions, and capability enhancements;
- Plans, gains consensus, and communicates application metrics;
- Oversees customer satisfaction programs and measurements;
- Ensures deliverables are completed within target timeframes and are consistently high-quality;
- Implements solutions consistent with the overall IT plans and objectives;
- Maintains relationships with vendors and professional organizations;
- Assigns and directs the work of staff, recommends personnel actions, and resolves personnel issues;
- Performs other related duties as assigned.

**Minimum Qualifications:**

- Bachelor's degree in Information Science, or a related field; Master's degree in an applicable field, preferred;
- A minimum of ten years of IT and business/industry work experience, with at least three years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders;
- Must have excellent interpersonal and organization skills.

**Preferred Qualifications:**

- Previous experience with transitioning an organization from paper-based processes to fully digital processes (e.g. court management systems, banking/loan systems, medical records systems);
- Information Technology Infrastructure Library experience/certification(s);
- Project management (Agile, PMP, etc.) experience/certifications;

**Knowledge, Skills and Abilities:**

- Knowledge of enterprise software applications;
- Knowledge of enterprise application architecture;
- Knowledge of application design, development, testing and operations;
- Knowledge of data/information exchange processes for enterprise applications;
- Knowledge of enterprise identify and access management architecture and technologies;
- Knowledge of Information Technology Infrastructure Library processes;
- Knowledge of project management practices;
- Knowledge of supervisory practices and procedures;
- Knowledge of court management processes and best practices preferred;

- Skill in communicating effectively, building consensus, and influencing people;
- Skill in personnel and vendor management;
- Ability to use analytical, problem solving and critical thinking skills;
- Ability to build relationships with business process owners, architects, project managers, and process managers;
- Ability to establish priorities to meet objectives;
- Ability to promote cooperation among subordinates, peers, superiors and other teams toward achieving goals;
- Ability to communicate effectively verbally and in writing;
- Ability to review others' work to ensure quality and consistency;
- Ability to maintain confidentiality.

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience necessary to successfully perform the major duties and responsibilities of the position.

**Application Instructions:**

If interested in being considered for this position, please complete the employment application on our website at [www.isc.idaho.gov/careers](http://www.isc.idaho.gov/careers) and submit it, along with your cover letter and résumé, to [hr@idcourts.net](mailto:hr@idcourts.net) or to the Idaho Judicial Branch, Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101. Application materials must be received by **Wednesday, December 2, 2015 by 5:00 p.m., MST.**

The State of Idaho is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.