

COURT INFORMATION SYSTEMS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Court Information Systems Administrator performs advanced professional and technical work involving the administration, configuration, and optimization of the Municipal Court's case management system. This class is responsible for serving as the primary liaison between the Court and Department of Innovation and Technology (DoIT) staff, vendors, and external justice partners regarding court technology systems and electronic interfaces. Duties include: developing business requirements and participating in planning and implementation of future technology initiatives; coordinating software updates and testing activities; assisting with system configuration and maintenance; evaluating operational impacts of system changes; monitoring legislative, judicial, and regulatory changes that may impact court technology systems, reporting requirements, or business processes; overseeing reporting functions and data analysis; ensuring data integrity; providing end-user support and training; identifying process improvements and operational efficiencies; coordinating the collection, validation, and submission of case-related data to the Administrative Office of the Courts and other authorized agencies; developing and maintaining system documentation; participating in project planning and implementation activities; and monitoring electronic data exchanges between the Court and external agencies. Employees in this class exercise considerable independent judgment and initiative in planning, organizing, and implementing system enhancements and improvements. Additional responsibilities include: providing end-use support, troubleshooting assistance, and training related to court information systems; serving as the subject matter expert for data integrity, system functionality, and court business processes; overseeing reporting functions and development of reports to support operational and management needs; and analyzing data and preparing recommendations to support operational decision-making and strategic initiatives. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Work requires extensive interaction with court personnel, DoIT, vendors, and justice partners to ensure that court information systems effectively support operational and statutory requirements. An employee in this class is responsible for the administration and functional oversight of the Case Management Systems (CMS) and the integration of technology solutions that support court operations. The Court Information Systems Administrator works with considerable independence under the direction of the Court Administrator who reviews work through conferences, reports, and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Information Systems, or a related field. Considerable (3 -5 years) professional experience in information systems administration, business and systems analysis, or the design, testing and implementation of case management systems.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience in court and/or legal case management systems is desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with other City employees, technical staff, management, vendors, contractors, public officials, federal agencies, and the general public in order to coordinate the department's information systems and related activities. Coordinate software testing activities for system updates, enhancements, interfaces, and new functionality. Prepares written documents such as reports, justifications, budget and equipment requests, information system requirements, user documentation, and system security guidelines and procedures. Represent the Court on citywide, state, and vendor-sponsored committees, workgroups, and user groups related to court technology and business operations. Maintain and update court procedure manuals and operational documentation. Instructs and gives technical advice to staff regarding the court case management system.

Manual/Physical: Enters data or information into a personal computer (PC) in order to design computer reports, track projects, test, and debug systems. Schedules and installs system upgrades. Updates various code tables and documents system administrator procedures. Develops and monitors procedures to maintain data security and integrity. Attends meetings and seminars. Coordinates and delivers staff training related to court systems, software applications, and operational procedures. Meets scheduling and attendance requirements.

Mental: Provides strategic direction on the use, enhancement, and maintenance of court technology systems and electronic interfaces. Evaluates reporting needs. Identifies and/or creates queries, reports, or other mechanisms given multiple, complex data sources. Establishes work standards, operating procedures, and work-related goals. Comprehends and makes inferences from written material, including departmental policies and procedures, training curriculums, and various reports. Understands and analyzes problems, evaluates alternatives, determines resolutions, and recommends actions to improve efficiency. Identifies opportunities to improve efficiency through automation reporting and system enhancements. Participates in the development of operating procedures and training practices. Analyzes operational data and trends to identify opportunities for service improvements and resource optimization. Prioritizes work assignments.

Knowledge/Abilities:

Knowledge of:

the policies and practices of the judicial system and/or municipal court systems
case management systems and information systems administration principles;
data analysis, reporting tools, and database concepts;
system integration and electronic data exchange processes;
software testing methodologies and change management principles;
project planning and project management;
court case calendaring methods and development case flow management techniques;
systems design, programming, testing, configuration, implementation, and maintenance methods; and
department policies and procedures.

Ability to:

coordinate and facilitate software testing and implementation activities;
evaluate the operational impact of proposed system changes and upgrades;
develop and execute system test plans, conditions, test scripts, and test cases;
interpret legislation and translate requirements into system modifications;
develop reports and analyze operational and performance data; and
establish and maintain effective relationships with other City departments, subordinate personnel, public officials, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 8/26

TR/js/ah

CS5819

CS5818 Grant-Funded

EEO-Prof

JOB FCTN-INT

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 58

PAY GRADE: 58

IND- 9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 051-200