

Information Systems Supervisor I/II

JOB FAMILY DEFINITION

This classification falls within the Application Development Job Family encompassing a range of work in which incumbents are responsible for providing application, infrastructure, and software development to the Judicial Council and client organizations with a focus on design, development, implementation, and support. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

This is a professional level supervisory class. Incumbents, as assigned, are responsible for providing day-to-day supervision of three or more Judicial Council staff, including a minimum of two exempt-level staff, providing application, infrastructure, and software development, and may supervise other staff as assigned. Incumbents develop, expend, monitor, and report on program budgets to the Judicial Council, in addition to the design, plan, and implementation of complex technical projects under minimal direction.

DISTINGUISHING CHARACTERISTICS

Incumbents assigned to Information Systems Supervisor I are responsible for supervising smaller resources and budgets, projects with a limited scope of responsibility, and the work assigned is less complex in nature.

Incumbents assigned to Information Systems Supervisor II are responsible for larger resources and budgets, projects with greater scope of responsibility, and the work assigned has a higher level of technical complexity.

The classification of Information Systems Supervisor is distinguished from Manager in that the latter is responsible for providing management oversight to a designated organizational unit within a designated office and/or overseeing a “free-standing” office reporting directly to a Judicial Council Chief Officer.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Supervises the day-to-day activities of information technology staff including: applications, systems and infrastructure planning, design, development, implementation, deployment, and support.
- Plans, prioritizes, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides for training and development; conducts performance evaluations; administers discipline, as required.
- Develops and recommends work processes, procedures, and adoption of new tools and work methods; writes, edits, and publishes processes and procedure manuals, as assigned
- Manages vendor and outsourcing relationships, as assigned.
- Monitors technical and operational standards and procedures to ensure alignment with Judicial Council information technology system policies and architectural standards; monitors projects and

services to ensure compliance to network infrastructure standards and information technology security policies.

- Develops budgets, monitors expenditures and revenue projections; manages funding, as assigned.
- Oversees development of Budget Change Requests, Business Cases, Project Plans, Requests for Proposal, Statements of Work, and procurement documentation, as required;
- Responds to requests for information and reports from management, advisory bodies, outside agencies, and the public; prepares reports, technical analyses, project plans, specifications, and presentations.
- Establishes software license agreements and monitors for compliance.
- Researches industry standards, best practices, and new or emerging technologies.
- Represents the Judicial Council at meetings related to assigned area.
- Serves as technical and functional expert.
- Convenes and facilitates/leads meetings; establishes agendas, creates meeting minutes, action items, and issues lists.
- Manages development of prototypes for potential solutions or application modifications.
- Oversees system documentation and user training processes.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific information systems supervisory tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Information Systems Supervisor I

Bachelor’s degree, preferably in computer science, management information systems or directly related field, and five (5) years of relevant information technology experience, which includes at least one (1) year of supervisory experience. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

One (1) year in a senior analyst or other level (C43) class, or three (3) years in an analyst or other level (C42) class with the Judicial Council of California or one (1) year of experience performing the duties of a class comparable in the level of responsibility to that of an exempt-level senior analyst, or three (3) years as an exempt-level analyst, in a California Superior Court or California state-level government entity and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

Information Systems Supervisor II

Bachelor’s degree, preferably in computer science, management information systems or directly related field, and seven (7) years of relevant information technology experience, which includes at least one (1) year of supervisory experience. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

Two (2) years in a senior analyst or other level (C43) class, or four (4) years in an analyst or other level (C42) class with the Judicial Council of California or two (2) years of experience performing the duties of a class comparable in the level of responsibility to that of an exempt-level senior analyst, or four (4) years as an exempt-level analyst, in a California Superior Court or California state-level government entity and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Supervisory principles, practices, and techniques;
- Business methods, principles, and practices;
- Principles and practices of conflict resolution;
- Information system architecture for enterprise-wide systems;
- Data center architecture and network operations, as assigned;
- Multiple hardware/software platforms and the integration of different operating systems, middleware, and messaging system management;
- Principles of network design and telecommunication, as assigned;
- Project management principles, techniques, and methods;
- Principles and techniques of applications development, as assigned;
- Principles and techniques for the Software Development Life Cycle (SDLC);
- Principles and techniques of system security;
- Procurement processes for government entities including the creation of RFP, SOW, evaluation methodologies, contracts, and procurement documentation;
- Contract management for information technology products and services;
- Principles and techniques of creating project resource estimates and budgets;
- Integrated system quality assurance methodologies;
- Principles and techniques of preparing a variety of effective written materials and oral presentations;
- Principles of Web design and best practices, tools, and technologies as assigned;
- Industry best practices and emerging technologies;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Supervising, monitoring, training, and evaluating staff;
- Coordinating deadlines, prioritizing competing demands, and assigning work;
- Providing conflict resolution;
- Working with business partners to design and develop systems to meet business requirements;
- Technical project management with highly developed analytical skills;
- Overseeing application and/or infrastructure design, development, deployment, and support;
- Performing cost-benefit analyses and preparing budget proposals;
- Communicating technical software and hardware issues to management and preparing and advocating recommendations;

- Contract and invoice analysis and review;
- Preparing materials and monitoring all phases of the Software Development Life Cycle (SDLC) - requirements, business cases, project charters, communication plans, test plans, detailed technical specifications;
- Delegating assignments and reviewing the work of others;
- Team building and collaboration;
- Monitoring project schedules, status and compliance;
- Coordinating procurement processes;
- Monitoring projects and services to ensure compliance to network infrastructure standards and information security policies;
- Assessing information security risks of proposed business and technical solutions and or decisions;
- Facilitating meetings, creating agendas and/or meeting minutes; issues and action tracking;
- Public presenting, as assigned;
- Listening and problem-solving;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please note:

The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.