

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## PIMA COUNTY JUVENILE COURT



### Job Description

**Job Title:** Information Services Manager – Development and Research  
**Job Code:** 8403  
**Pay Grade:** 73  
**FLSA Status:** Exempt

#### **PURPOSE OF CLASSIFICATION:**

Oversee the activities and projects of three major functions in the Information Technology Services Division. Coordinate the development, installation, operation and maintenance activities related to computer software applications and services, reports development and research. Recommends standards and procedures, assigns work, provide technical support and direction to staff.

#### **ESSENTIAL FUNCTIONS:**

- Plans, directs and manages the daily activities of the applications development, research, and reports development sections of the Information Technology Services Division.
- Provides guidance and direction to staff and ensures staff has access to appropriate training and tools and are properly skilled to perform their assigned tasks.
- Ensures all aspects of assigned projects and tasks are achieved in a timely manner.
- Ensures all work requested and produced is properly documented.
- Develops and directs the implementation of goals, objectives, policies and procedures to support Court wide information technology standards and development processes.
- Provides input to divisional short and long-range strategic planning processes, specifically in the area of application development, capacity planning, database systems, and reports development needs.
- Ensures proper coordination and communication with customers and internal staff to identify and resolve customer problems and concerns associated with supported software applications.
- Prepares technical specifications and Requests for Proposal for software applications and development services.
- Plans performance goals with staff and ensures that each staff member receives an annual performance appraisal.

#### **ADDITIONAL RESPONSIBILITIES/DUTIES**

- Participates in court administrative and operational studies and projects.
- Serves as liaison with internal and external agencies on technical committees, which requires frequent travel to the Administrative Office of the Courts in Phoenix.
- Performs related duties and projects as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have knowledge of the principles, practices and techniques of software and database development, documentation, testing, implementation and support.
- Must have knowledge of management and administrative responsibilities such as goal setting, performance management, project management, planning and delivering technical support services.
- Must have knowledge of strategic planning principles.

- Must have skills in managing a diverse set of technical professionals.
- Must have the ability to communicate effectively with a wide variety of court employees including judges, judicial staff, court leadership and administration, vendors, and the general public.

**MINIMUM REQUIREMENTS:**

A Bachelor's degree with a major in computer science, management information systems, business or public administration, management, or a related field and five years of experience in applications development or similar responsibilities. Previous supervisory experience preferred. Or any equivalent combination of experience, education, and/or training approved by human resources.

**LICENSES AND CERTIFICATES:**

Must have a valid Arizona driver's license.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to the Director, Information Technology. This position performs duties under limited supervision and directs the professional and support staff assigned to the Application Development, Reports Development, and Research Sections of the Information Technology Services Division.

Date: 12/18/1998

Revised: 07/09/2004; 02/22/2005; 03/13/07; 09/23/09; 11/12/12

Approved by: \_\_\_\_\_  
Hiring Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Deputy Director, Human Resources

\_\_\_\_\_  
Date