

Florida State Courts System

Class Specification

Class Title: Information Systems Services Manager

Class Code: 4030

[Pay Grade 112](#)

General Description

The essential function of the position within the organization is to manage operations of the Budget and Planning Unit of the Information Systems Services Division. The position is responsible for supervising staff, planning, management and analysis of the state-funded Information Systems Services operating budget, preparing/coordinating the annual branch information technology legislative requests, developing reports and contracts, conducting feasibility studies, performing budget analysis, assisting with contract negotiations, managing information technology projects, and performing related administrative functions. The position works independently, reporting major activities through periodic meetings.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supervises staff, including interviewing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares periodic employee performance evaluations.

Manages budgets, including the Information Systems Services Division operating budget, State Courts System network budget, shared appellate court automation accounts and legal research accounts, i.e. Westlaw, LexisNexis, Florida Cases.

Prepares and coordinates annual branch information technology budget requests and associated documentation required, such as feasibility studies or Schedule IV B and C Budget Analysis documents.

Develops various information technology reports, contracts, support documents for purchases, surveys, analyses, plans, charts, responses to audits, and general correspondence.

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Oversees/coordinates the annual branch-wide Information Technology strategic planning process and development of consolidated technology strategic plan updates.

Provides staff support and workload activities to various commissions and committees; provides legislative support for information technology legislation.

Manages various information technology projects as directed, and assists with contract negotiations.

Establishes and maintains record systems; processes/manages daily documentation such as reports, memoranda, requisitions and personnel information.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional classes, workshops or seminars to improve technical or professional skills.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; modifies policies, procedures, or methodologies based on findings.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Negotiates or exchanges ideas, information, and opinions with others to formulate policies and programs, or arrive jointly at decisions, conclusions, or solutions.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department, and/or management of considerable funding allocations.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads and interprets advanced professional materials; writes extremely complex reports and papers; speaks to high level professional groups; ability to communicate with all levels of personnel, as required.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs work involving the application of principles of logical thinking, scientific or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing, spreadsheets or custom applications.

Safety of Others:

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

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Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in business management, engineering, mathematics, computer science, management information systems or a closely related field.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Seven years of related experience, including extensive knowledge of the Florida Courts System.

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None