

Florida State Courts System Class Specification

Class Title: Information Systems Support Manager

Class Code: 4020

[Pay Grade: 114](#)

General Description

The essential function of the position within the organization is to identify and implement new technologies into the State Courts System information technology infrastructure while maintaining the reliability and functionality of existing systems. The position is responsible for staff supervision, identifying and implementing new technologies, serving in an advisory role regarding technology business solutions and appropriate technology and functionality requirements, maintaining the reliability and functionality of existing systems in a secure environment, and managing related administrative functions. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

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 selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares or assists with preparation of periodic employee performance evaluations.

Maintains the reliability and functionality of existing information technology systems, including ensuring security for all information systems devices and data, and managing the flow of information to the Internet, court systems and internal users.

Identifies, reviews, transfers and integrates new technologies into the information technology infrastructure, including providing long and short range strategic direction, business-focused oversight of technology research, and development of software used in the State Courts System.

Acts in an advisory role regarding business solutions through use of technology, including advising on appropriate technology, functionality and funding.

Assists with review, coordination and updating of the information systems tactical or operational plan and in development of policies and procedures on topics of

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security, computer usage, data retention, backup, disaster recovery and continuity of operations.

Identifies areas of technology influencing or impacting operations of the judicial branch; aligns State Courts functional and technical standards with national and international industry standards.

Reviews operational technology used to support/enforce the appellate and trial court business logic and workflow.

Coordinates with Information Systems Services Budget and Planning Department on matters having budgetary requirements or impact.

Meets with service providers and business partners to discuss new technology and negotiate pricing of technology equipment; procures hardware and software for court technology operations; verifies compliance with licensing agreements required by software vendors.

Manages administrative matters such as conducting special studies, preparing routine or special reports, developing and administering training, or providing for staff technical or professional growth.

Attends or conducts staff, committee and other professional meetings and conferences to exchange information; attends technical or professional seminars or conferences to improve 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.

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Requires responsibility for achieving major economies or preventing major losses through the management of a large department, the procuring of technology equipment, or through interpreting policy as legal counsel.

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 highly complex professional materials involving abstract theories and concepts; writes for professional publications; develops and presents papers.

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, technological 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 very serious impact - affects entire organization and the general public.

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.

Assists with establishing policies for acquiring and handling machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computer hardware and complex software applications.

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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.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

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 administration, 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.

Five years of related experience, including information on State Courts System operations, involving two years of supervisory or project management experience.

Licenses, Certifications, and Registrations Required:

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

None