



Cleveland Municipal Court General Division-Job Posting

Job Title:	Director of Information Technology	Salary Grade:	11/12
Department:	Information Technology Services	Salary Range:	\$73,818.00 - \$97,850.00
Reports to:	Court Administrator	Date Created:	December 2012
FLSA Status:	Exempt		

Position Summary

The position requires a knowledgeable and effective leader who is adaptable to an ever-changing work environment and who can effectively manage change and inspire staff, communicate strategic goals and who has the ability to implement the shared vision of the Court inclusive of the General and Housing Divisions and the Clerk of Court. The person in this position is responsible for the overall planning, organizing and execution of all IT functions for the Court including directing all IT operations to meet customer requirements and providing maintenance support to the existing infrastructure, applications and the development of new technical solutions. The person in this position will manage the computer systems and technology encompassing three locations with approximately 600 users.

Essential Duties and Responsibilities *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Establish and maintain strong relationships with the Clerk's Office, the Housing Division and the General Division that aid in gaining an understanding of the business needs and lead all aspects of the Court's strategic technology development.
- Provide project management and supervisory oversight of all information technology including system analysis, computer systems, network infrastructure, and telephone network for the Court.
- Participate in the development and maintenance of strategic IT plans and provide recommendations on architectural changes and enhancements to the infrastructure to improve reliability and performance, reduce cost, and meet anticipated growth requirements
- Manage, coach and evaluate staff work performance; identify and provide on-going training to staff and address corrective action matters.
- Oversee the execution of operational and project plans, ensuring that activities are resourced appropriately.
- Oversee staff assignments and deliverables, ensuring quality, accuracy and timeliness of deliverables.
- Identify, evaluate and recommend vendor partners, including negotiation of contracts, rates, and maintenance and support levels.
- Ensure that the technology environment used by the Court is current, including updates to and retirement of hardware, software, tools and archival of data.



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- Actively participate in development of IT methodologies and standards and ensure staff adherence.
- Serve as an escalation point for IT Service areas issues and concerns.
- Prepare clear and concise reports with recommendations and technical documents in a format appropriate to ensure audience comprehension.
- Provide quality service that continuously improves, meets or exceeds public expectations and ensure all are treated with courtesy, dignity and respect.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned this classification. They are not an exhaustive list of all job duties performed. Other duties may be assigned.

Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to exercise good judgment and maintain confidentiality of sensitive Court information.
- Knowledge of court procedures and related operations.
- Demonstrated ability to communicate courteously and effectively, both verbally and in writing, individually and in a team setting.
- Strong analytical, problem solving and action driven competencies. Proven change management experience.
- Demonstrated ability to be adaptable and effective at managing multiple priorities and competing deadlines.
- Demonstrated innovative leader with a proven track record in effectively managing technology prospects and people resources in the engagement of short-term and long-term workforce planning.
- Knowledgeable and current with advances and trends in the IT sector.
- Ability to lead and develop staff through effective assignment, review and evaluation of the work of others, ability to aid employee development with emphasis on team building.
- Ability to balance management acumen with information system knowledge as demonstrated by the ability to be an avid communicator, able to negotiate and forge relationships with a variety of departments, stakeholders and vendors.
- Demonstrated ability to improve service delivery systems and effectively communicate options and recommendation.
- Ability to lead major projects and or initiatives.



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Physical Requirements:

This position often times is sedentary in nature and may require long periods of sitting.

Education and Experience

The Director position requires a Bachelor's degree with concentration in Computer Science, Information Technology or related fields and at least eight (8) years of information technology related experience; a Master's degree in an information technology field with five (5) years of related experience or a Master's degree in any field and at least eight (8) years of information technology related experience. All candidates must have at least five (5) years of supervisory experience.

Court Expectations of Employee

In accomplishing the responsibilities of this position, the Court expects the employee will adhere to its mission, values, policies and procedures. In addition, while carrying out the duties of this position, the employee is expected to model high ethical conduct on and off the job and exhibit a professional respectful demeanor towards Court employees and members of the public.

Qualified applicants may be required to submit to testing and provide writing samples. Proof of education and employment references will be required before a final interview. Employment predicated upon successful completion of six months introductory (probation) period, criminal record check and drug testing.

APPLICATION PROCEDURE:

Please complete an on-line application. Applications and resumes will only be accepted through the on-line process. Position will remain open until filled.

Visit our website: www.cmcoh.org

Equal Opportunity Employer – Smoke-free and Drug-free Workplace