



# Circuit Court of Missouri

## Thirteenth Judicial Circuit

### JOB DESCRIPTION

**Position:** Technology Services Supervisor       State    County  
**Department:** Technology Services  
**Reports to:** Court Administrator  
**Position Status:** Regular, Full-time      **Exemption Status:** Exempt - 0  
**Salary Range:** \$57,137 - \$60,715      **Last Revised:** August 31, 2018

#### **Definition of Work:**

This position performs highly advanced supervisory and professional work in directing and coordinating computer information and courtroom technology functions. This employee plans, organizes and supervises all aspects of computer systems analysis and design, and maintenance of the Court's electronic information and communication systems. With limited supervision, supervises the work of one Computer Information Technologist and one Programmer Analyst to ensure the dependable and efficient operation of the various components of the court's communication and information systems, including, but not limited to computer networks, computer hardware and software, telephone systems and equipment, and courtroom technology infrastructure and equipment. Work involves the oversight of feasibility and impact studies of technology direction including the formulation of recommendations.

#### **Examples of Work Performed**

These examples do not cover all of the work which may be performed as part of this position.

- Plans, assigns, supervises, reviews and evaluates the work of one Computer Information Technologist and one Programmer Analyst.
- Develops and maintains systems security and privacy safeguards in coordination with the technology departments of the state and both counties.
- Assists management in determining system needs to gather required data; designs/assists in obtaining hardware systems and software to implement requirements, and develops programs for gathering data and producing reports.
- Supervises requested technology projects; communicates with various internal and external system users orally and in writing.
- Evaluates workforce and resource needs of assigned staff.
- Participates in meetings with the court administrator and court staff to develop, implement or interpret new or revised initiatives.
- Provides guidance and training to assigned staff.

- Develops data-gathering techniques and standards; directs or participates in feasibility studies; recommends computer information technology solutions; and supervises project implementation.
- Communicates with vendors on hardware and software developments, and assists in the research, review, recommendation and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases.
- Provides guidance in computer systems analysis and design; database and/or network management; systems programming; and/or other information technology specialties.
- Prepares report of technology-related budget items and assists in budget planning.
- Supervises or provides customer or technical support for internal and/or external computer information technology systems, communication systems, and courtroom technology systems.
- Supervises staff in the support of computer information technology systems that may span multiple platforms.
- Supervises the development and application of standards and procedures necessary to develop, install and maintain efficient and effective computer information technology systems, communication systems, and courtroom technology systems.
- Supervises and/or participates in computer systems disaster recovery plan maintenance and implementation.
- Supervises and/or participates in information strategic plan development, maintenance and implementation.
- Serves on and/or chairs policy, technical, personnel and user group committees both at the local and state levels.
- Performs other related work as assigned.

### **Required Knowledge, Skills and Abilities**

- Considerable knowledge of the principles and practices of computer information technology.
- Considerable knowledge of the court's automated information and communication systems.
- Considerable knowledge of the court's functions and their interrelationships.
- Considerable knowledge of continuing trends and developments in computer hardware and software and communication and presentation systems.
- Considerable knowledge of the principles of project management.

- Considerable knowledge of the principles and practices of administration and effective supervision.
- Working knowledge of various computer platforms.
- Working knowledge of communication systems, including phone systems.
- Working knowledge of the principles of cost benefit analysis.
- Working knowledge of the principles of computer systems disaster recovery.
- Working knowledge of the procurement process.
- Working knowledge of the information strategic planning process.
- Ability to utilize project management tools.
- Ability to organize and direct the preparation and maintenance of standards, policies, procedures, guidelines, documentation and technical documentation.
- Skill in planning, organizing, budgeting and managing projects and staff.
- Skill in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.
- Skill in hiring, training, managing and evaluating staff.

### **Physical Demands**

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is routinely required to work with the hand or hands in handling, seizing, holding, or grasping motions and with the fingers in picking or pinching actions; frequently required to lift and/or move up to 30 pounds and occasionally required to exert up to 50 pounds of force; is occasionally required to maintain body equilibrium while bending at the waist or at the knees. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and distance vision.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Employee's presence at the work site is required to complete the job. The noise level in the work environment is usually moderate. The employee may be exposed to hazardous situations which may involve physically violent or mentally or emotionally disturbed persons. The employee may be required to occasionally work outside normal business hours.

### **Required Minimum Education and Experience**

The following statement represents the minimum education and experience which will be used to determine qualifications of applicants. Equivalent substitution may be permitted in case of

deficiencies of either experience or education. Education above the minimum stated may be substituted for up to two years of the required experience; experience in a similar position with similar job responsibilities may be substituted on a year for year basis for the required education.

Graduation from 4-year college or university with degree in Computer Science, Information Systems, Engineering, Mathematics, or related field AND three years professional experience of which one year must have been in a supervisory or administrative capacity.

Four years, including two years above the entry-level, of professional and technical computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas; and graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas.

*Computer information technology systems experience such as computer programming, systems analysis and design or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems, business administration, public administration or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.*

EOE & in Compliance with ADA