



Eleventh Judicial Circuit of Florida

Deputy Trial Court Technology Officer (Due Process Technology Manager) - CTeS (State Funded)

SALARY	\$85,600.04 Annually	LOCATION	33128, FL
JOB TYPE	Full-Time	REMOTE EMPLOYMENT	Flexible/Hybrid
JOB NUMBER	2024-9219	DIVISION	Court Information Technology Services (CTeS)
OPENING DATE	03/14/2024	CLOSING DATE	4/14/2024 11:59 PM Eastern

Description

Salary is Non-Negotiable. The successful candidate will be hired at the minimum salary.

The Due Process Technology Manager (DPTM) serves as support to ensure services and functions for the Circuit are met, with particular emphasis in Due Process needs. In addition, the DPTM will support in the formulation of the IT business plan and performance measures, defining short and long-term Due Process IT needs, and supports in the development of policy to meet operations objectives and enhance the court's performance.

The DPTM will be responsible for the optimal performance of all computer infrastructure including its hardware, software, and equipment to guarantee Due Process in court proceedings. This includes but is not limited to equipment installed in courtrooms, hearing rooms and facilities that house the infrastructure needed to provide services.

The DPTM shall collaborate with the Digital Court Reporting and Interpreter teams to ensure that the existing infrastructure is maintained in optimal condition so these operational units may provide the required services.

Under the supervision of the Deputy Chief Technology Officer (dCTO), the DPTM serves as support to the dCTO in its responsibility to direct all technology programs, services and functions for the Circuit with particular emphasis in guaranteeing Due Process requirements are met. The DPTM shall also provide recommendations during the creation and update of the CTeS Business Continuity Plan and organizational COOP.

This position may be eligible for a hybrid remote work/onsite schedule after a 90-day period, as outlined by existing Circuit policies and procedures.

Responsibilities

- Defines, manages, and leads due process related technology projects.
- Participates in, leads or directs IT project teams focused on implementation of emerging and existing technologies in support to Due Process requirements for the Circuit.
- Participates in the creation of policies, procedures and standards related to due process; and evaluates results to ensure compliance.
- Participates in infrastructure lifecycle management plans.
- Works closely with the Chief Information Officer (CIO) and dCTO in the development of operational budgets.
- Writes high-quality project status reports, and makes effective presentations to all stakeholders.
- Participates in strategic, tactical, and project planning meetings and presentations.
- Prepares or assists in the preparation of Requests for Information, Requests for Proposal, and other procurement documents, and assists courts in vendor and product selection and procurement project quality assurance.
- Develops policies and procedures in consultation with senior management to ensure efficient and economical Due Process system operations; evaluates results to ensure compliance and to identify efficiencies.
- Liaise and collaborates with the CTeS Technical Trainer in the formulation of training material.

- Participates in the evaluation and management of existing and new contracts in support of the Due Process infrastructure.
- Maintains accurate and complete inventories of all end user facing Due Process equipment used to provide Due Process services by continuously visiting all court facilities.
- Stays updated as to State and Federal Due Process requirements.
- Creates service request for any equipment or software not operating in optimal condition.
- Visits court facilities and opens Service Desk tickets to ensure minimal service interruptions.
- Performs related work as required.

Qualifications

- Graduation from a four-year college or university with a bachelor's degree in computer science, information technology, management information systems, engineering, business administration, or a closely related field.
- Four (4) years of experience in management of information systems, systems analysis, project management or related technical computer experience, including detailed knowledge of the Florida State Courts System.
- Two (2) years of supervisory experience.

Knowledge, Skills and Abilities (KSAs):

- Knowledge of the Florida State Courts System and of the functions and processes of the court.
- Thorough working knowledge of theories, principles, practices and techniques of computer hardware and software, office automation and data communications.
- Knowledge of basic concepts, principles and theories of management.
- Knowledge of project management practices and procedures.
- Knowledge of word processing, spreadsheet, and database computer software, as required by the position.
- Ability to analyze, evaluate and resolve technology issues in relation to the court environment and make recommendations for proper action.
- Ability to successfully lead, manage and implement projects with strong organizational skills.
- Ability to formulate operational budgets and track expenditure.
- Working knowledge of network protocols and computer infrastructure.

Working Conditions/Physical Demands/Licenses Certifications

Working Conditions:

- Moderate noise; business office setting.

Physical Demands:

- Work involves a significant amount of standing, walking, sitting, typing, talking, listening, stooping, and reaching with hands and arms. The work to be performed is of average complexity and requires being able to kneel, lift and transport equipment up to 20 pounds.

Licenses Certifications:

- Valid Florida driver's license with an approved insurance carrier required if personal vehicle will be used to travel between courthouse locations.

Agency

Eleventh Judicial Circuit of Florida

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