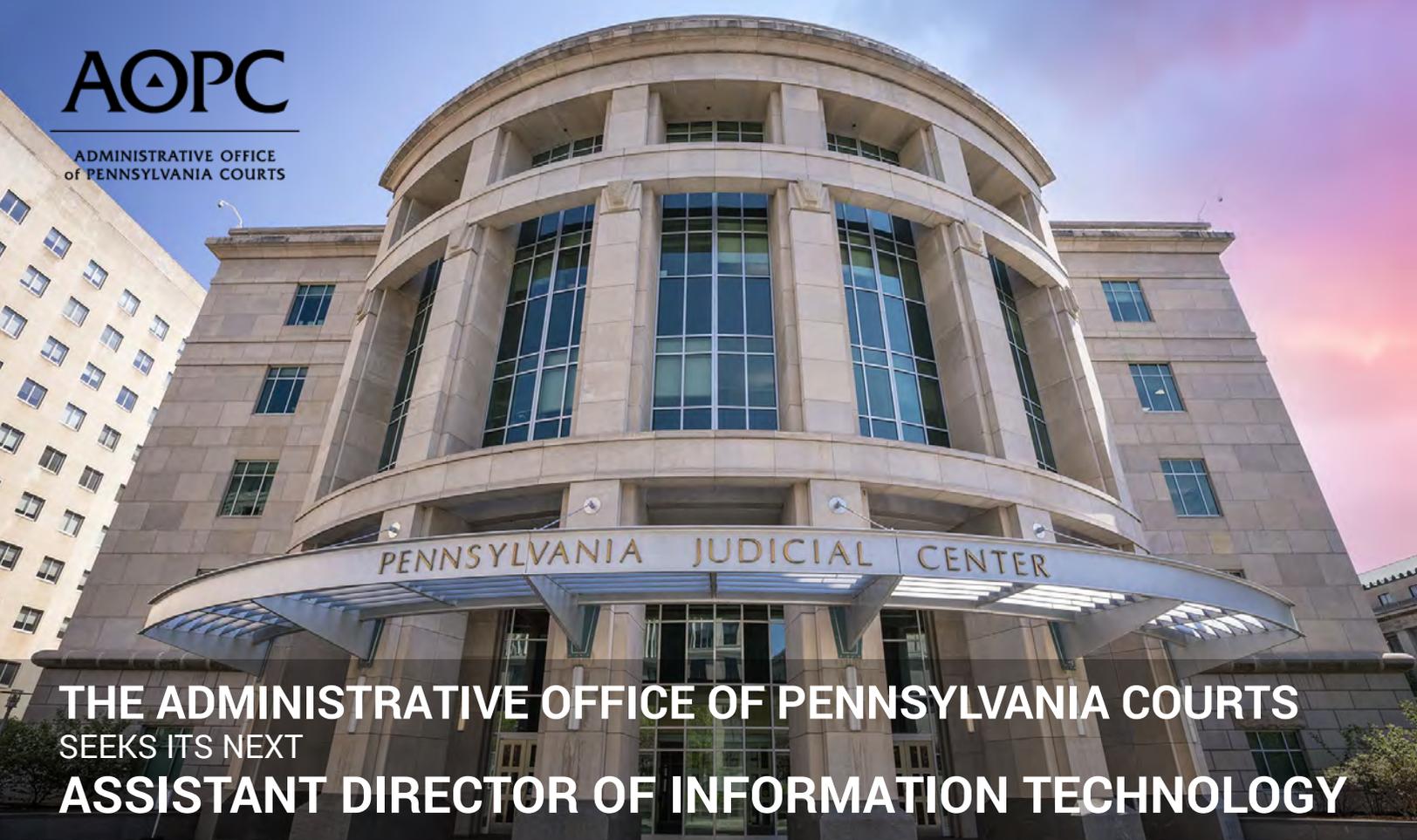




ADMINISTRATIVE OFFICE
of PENNSYLVANIA COURTS



THE ADMINISTRATIVE OFFICE OF PENNSYLVANIA COURTS SEEKS ITS NEXT ASSISTANT DIRECTOR OF INFORMATION TECHNOLOGY

THE COMMUNITY

Led by the Chief Justice of Pennsylvania, the Supreme Court supervises and administers Pennsylvania's judicial branch of government. The Supreme Court appoints the Court Administrator of Pennsylvania who is responsible for the business of all courts and leads the Administrative Office of Pennsylvania Courts (AOPC). The court administrator is assisted by the assistant court administrator and several directors. Many AOPC employees have long tenure with the organization, finding professional fulfillment in their work and appreciation for their expertise.

The Administrative Office of Pennsylvania Courts - Information Technology (AOPC/IT) staff work in Harrisburg, Philadelphia, Pittsburgh, and Mechanicsburg, the main IT facility. This position will work out of the main facility. Mechanicsburg is located in eastern Cumberland County (pop. 253,370 U.S. Census 2019 est.) with easy access to three interstates and within a two-hour drive or less of Philadelphia, Baltimore and Washington, DC.

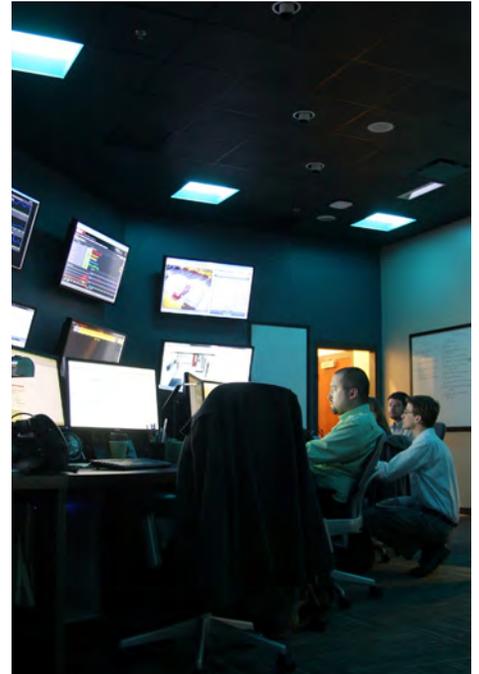
AOPC/IT supports AOPC's mission by developing and implementing effective court management techniques, policies, and standards to improve the efficient and effective administration of justice. AOPC/IT functions as a full software-development workshop and designs, builds, operates, and maintains statewide applications and services utilized by the Pennsylvania judiciary. This centralization of data and documents provides for sharing of court information across jurisdictions and court-related entities thus allowing for the creation of standardized programs and initiatives, consistent practices, and the promotion of a unified system of justice. Pennsylvania was the first state in the country to automate any level of court on a single statewide case management system and the second state to automate all appellate courts.

THE ORGANIZATION

The primary function of AOPC/IT is to develop and maintain statewide case management systems for Pennsylvania's Unified Judicial System (UJS), while providing other court-related applications and technology services and support to the UJS and its 60 judicial districts. The UJS, general public, state and county agencies, and other entities interacting with the courts benefit from statewide electronic case and financial management systems. AOPC/IT reports to the state court administrator, through whom the Supreme Court is advised of long-term and short-term plans and recommendations. There are 187 AOPC/IT employees and 14 contractors. The annual budget is approximately \$45 million.

The AOPC/IT staff are dedicated, talented, motivated, driven, and hard working, in accordance with the high expectations set by the organization. AOPC/IT is responsive to stakeholders' and end user groups' technology concerns and suggestions, including requests for system changes and enhancements. The 14 teams within the department support the courts through functions ranging from help desk to system analysis and design.

AOPC/IT is responsible for the maintenance of several existing statewide case management systems, which process 11 million transactions daily, as well as the development and implementation of new applications and services. All applications and automation efforts emphasize the standardization of business practices statewide and facilitate stakeholder interaction with the courts. Data generated from the systems developed by AOPC/IT is used widely by state and local government in making informed policy decisions, fostering public safety, and promoting transparency.



RECENT RECOGNITION

AOPC/IT has won awards and received accolades over the past decade, and the department is seen as a leader in building technical solutions to automate and facilitate efficient court business processes. These include:

- ◆ National Association for Court Management (NACM) Cross-Boundary Partnerships Award for the Clean Slate initiative (2020)
- ◆ NACM Court Process Innovation Award for the Language Access Data Collection system (2020)
- ◆ CITOC Emerging Technologies Award in the Court Technology category (2019) for the PDF/A electronic document archival solution
- ◆ NACM Court Process Innovation Award for the Guardianship Tracking System (2019)
- ◆ CITOC Court Technology Innovation Award (2012) for re-engineering aspects of CRM to provide customizable applications for internal court departments
- ◆ Computerworld Honors Laureate in the government area for the Case Study for CPCMS

THE POSITION

The Assistant Director of Information Technology reports to the Director of Information Technology and works collaboratively to achieve departmental goals. Together, they will review the organizational structure to determine how to best meet the needs of the AOPC and UJS. The duties and responsibilities of this position are carried out with limited direct supervision and are performed with a large degree of independence. The Assistant Director of IT will consult with and advise executive-level management on a broad range of administrative, management, and financial issues.

Responsibilities of the Assistant Director of Information Technology include:

- ◆ Works with IT Director and senior IT management in researching technical approaches and solutions.
- ◆ Develops innovative and creative approaches for consideration. Maintains knowledge of available market resources and products, information on IT solutions, technical trends and strategies for government and private sector organizations. Tracks and identifies new opportunities to improve the development and coding methodology with an understanding of client/server and internet systems.
- ◆ Directly supervises a group of senior IT managers in the areas of security, network and systems administration, databases and data storage systems, and telecommunications systems. The Assistant Director reviews and considers approaches for determining technical direction, coding standards and policies to be used in implementing statewide case management systems, other applications and services.
- ◆ Participates in decision-making with respect to enterprise software, hardware, and other equipment best suited to the environment; ensures use of new and improved technology to increase productivity and efficiency; keeps up-to-date on security issues and solutions both from within the case management applications and from cyber threats.



LEADERSHIP OPPORTUNITIES

Adherence to Governance Process. AOPC/IT has implemented governance processes to prioritize the requested and mandated changes and enhancements to the existing systems; and to evaluate requests for new systems. It will be important to enforce observance of the governance policies.

In addition, over the next two to three years, AOPC plans to accomplish:

- ◆ Movement of many services to the Cloud
- ◆ Automated Offense Tracking Number generation and Criminal e-filing
- ◆ Email and text notifications from case management systems
- ◆ UJS website re-platforming and web portal refresh

Funding. Like the public sector in general, the economy and reduced revenue funding presents current and perhaps future challenges for AOPC/IT operations. AOPC/IT senior management is working closely with the state court administrator and Judiciary leadership to restore adequate funding to implement its strategic plan based on the Supreme Court's priorities.

Organizational Structure. An evaluation of staffing and recruitment needs is imperative as the retirement of long-tenured employees could occur in the next five to ten years. The roles and responsibilities of AOPC/IT staff will also be assessed, and opportunities for staff development and cross-training will be identified. Mitigating the impact of the loss of institutional knowledge will require a solid succession plan.

DESIRED CAPABILITIES

The Assistant Director of Information Technology will need to be a progressive and strategic leader - managing both people and technology with strong communication skills and organizational expertise. The ideal candidate will have comprehensive executive-level experience and knowledge of administrative functions, and expertise in managing and directing in an information technology environment. The ability to foster collaboration by promoting cooperative goals and building trust is imperative, as the Assistant Director of IT will need to quickly establish and maintain effective relationships with diverse stakeholder groups representative of all levels of the judiciary and external constituencies - including but not limited to - judges and staff, attorneys, state and county officials and staff, internal user departments, public safety officials, and members of the public. Expertise in court systems, governance, policy development, strategic planning, and enterprise technology platforms is highly desired. The successful candidate must possess a positive demeanor, a collaborative working style, a high level of energy and persistence, and strong interpersonal skills. The candidate must have the ability to mobilize employees to meet aggressive timelines and deliver top quality technology services. Additionally, the successful candidate must:

- ◆ Successfully lead dynamic and talented employees and be engaged and interested in their professional development;
- ◆ Be an influential leader who inspires others, delegates work effectively, and possesses a proven track record of success in moving projects forward past challenges and barriers;
- ◆ Have a strong customer orientation to achieve both departmental and UJS goals through innovation and technology;
- ◆ Be a transformational thinker and leader, bringing in new ideas and effectively working in a team environment;
- ◆ Possess the confidence and proficiency to present technical concepts to both technical and non-technical audiences;
- ◆ Have excellent written, verbal, and listening communication skills;
- ◆ Have the ability to analyze and define large-scale complex problems, identify compliant and effective solutions while mobilizing resources;
- ◆ Monitor changes in technology, evaluate risk and impact on AOPC, and provide appropriate recommendations.





EDUCATION AND EXPERIENCE

This position requires a Bachelor's degree from an accredited college or university and 10 years of professional IT experience, including five years of experience in IT project management. An equivalent combination of education, experience, and/or training may be considered.

COMPENSATION AND BENEFITS

This position offers a competitive salary based on the experience and qualifications of the successful candidate. The expected hiring range is \$120,858 - \$135,758, but the starting salary will vary depending upon the qualifications and employment history of the selected candidate.

The Administrative Office of Pennsylvania Courts has a competitive benefits program including participation in the Pennsylvania State Employees' Retirement System (SERS), competitive health benefits (including dental, vision and prescription drug programs beginning on first day of service) and life insurance, paid holiday, vacation and sick/disability leave, and reimbursement of qualified parking and transit pass expenses.

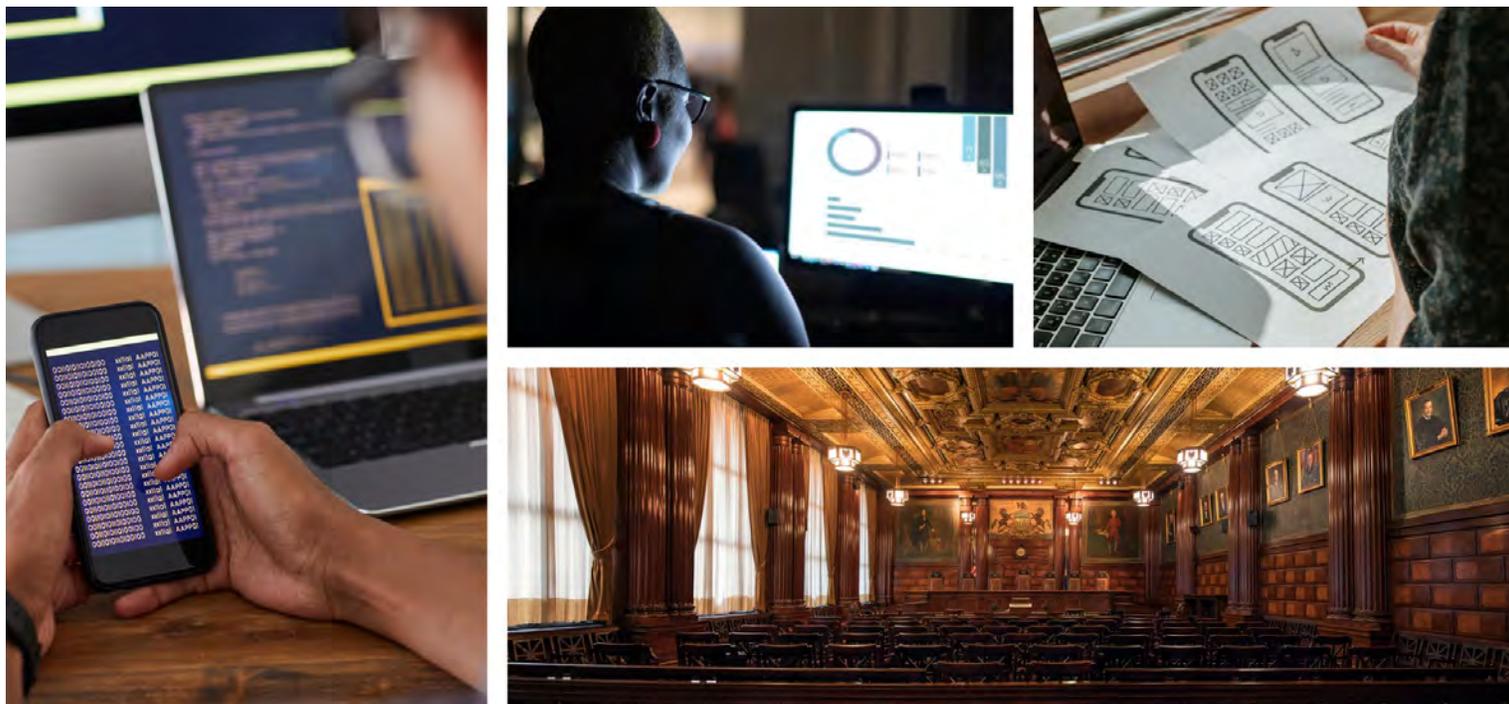


APPLICATION AND SELECTION PROCESS

We invite qualified professionals to submit a cover letter and resume by visiting our website at:

<https://bakertilly.recruitmenthome.com/postings/3084>

This position is open until filled; however, first review of resumes occurs on **Monday, October 4, 2021**. Following this date, applications will be screened against criteria outlined in this brochure.



For more information about this position, please contact Anne Lewis at Anne.Lewis@bakertilly.com or 703-923-8214.

The Administrative Office of Pennsylvania Courts is an equal opportunity employer and values diversity at all levels. For more information about the Administrative Office of Pennsylvania Courts, visit <http://www.pacourts.us/judicial-administration/>.

The Unified Judicial System of Pennsylvania recruits, employs, and promotes the most qualified applicants without regard to their political affiliation, race, color, age, national origin, sex, sexual orientation, gender identity or expression, religion, disability, or other non-merit facts or considerations. Reasonable accommodations will be provided to applicants with disabilities as may be necessary to ensure that all applicants are given a fair and equal opportunity to compete for all employment positions. Applicants who need accommodation for an interview should request so in advance. UJS hiring and employment policies and procedures are intended to conform to all applicable state and federal laws governing fair and nondiscriminatory hiring and employment practices and are subject to change as necessary to remain in compliance with such laws.



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