



Superior Court of California

County of San Francisco

Administrative Office, 400 McAllister Street, Room 205, San Francisco, CA 94102

EMPLOYMENT OPPORTUNITY

IT SUPPORT SERVICES MANAGER

(Class Code 285C)

The Superior Court of California, County of San Francisco, is actively seeking qualified individuals for the IT Support Services Manager position to lead a team responsible for providing IT helpdesk service and managing endpoints (including Windows, macOS and iOS) and audio-visual systems. At the San Francisco Superior Court, we rely on our IT systems to help our staff reach and succeed with the public from all over San Francisco. This critical role will require both strong technical acumen, leadership abilities, as well as an ability to work with cross-functional teams and interpret business requirements. The ideal candidate will be a self-learner, self-motivated, proactive in nature, and passionate about applying their skills to improve public services to San Franciscans. Remote work is available at the discretion of the Court.

This selection process is being conducted in accordance with San Francisco Superior Court Personnel Rule 4. An eligibility list will not be established.

FINAL FILING DATE: 4:00 PM, March 28, 2024

COMPENSATION: \$5,601.24 to \$6,808.38 biweekly (\$145,632 to \$177,018 annually)

The Court offers a generous flexible benefits program which includes a variety of health, dental, life insurance plans, and other benefit options; a contributory retirement plan; a deferred compensation savings program; paid vacation, sick leave, floating holidays and holiday pay.

POSITION OVERVIEW

- Drive continual innovation of the IT helpdesk, endpoints, and audio-visual systems.
- Provide broad-based oversight and leadership to the helpdesk team.
- Provide hands-on technical and design support to the team.
- Provide support, leadership, mentorship to team of support engineers.

- Stay current on latest technologies and industry trends and evangelize their application within the organization.
- Monitor ticketing system and ensure requests are handled efficiently and effectively with SLAs met.
- Oversee endpoint administration for Windows, Apple, and Linux devices, ensuring all devices are properly configured and patched.
- Develop and implement automation and process improvement to improve quality of service and reduce toil work.
- Oversee and develop solutions for audio-video systems and video conferencing with a focus on Zoom.
- Create and update documentation, policies, and procedures.
- Manage vendor relationships, negotiate contracts, and research procurements.
- Perform other job-related duties as required.

Typical Working Conditions: Work is performed in an office and computer training center environment; continuous contact with other staff and the public. Remote work is available at the discretion of the Court.

Typical Physical Requirements: Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; routinely and often lift and move objects weighing up to 50 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

REQUIRED QUALIFICATIONS

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Five years of responsible technical work experience in either the installation, maintenance, troubleshooting, and repair of computer hardware and software, or in the development of system software, or in the development and debugging of computer programs, including at least one year in systems analysis and business application development; preferably including at least two years of team or project leadership or supervision of staff.

A Bachelor's degree in Computer Science, Management Information Science, Business Administration or a related field is highly desirable.

DESIRABLE QUALIFICATIONS

- Prior experience managing high-performing teams.
- Excellent written and verbal communication skills.
- Ability to collaborate effectively with technical and non-technical stakeholders.
- Experience implementing and managing ticketing systems.

- Strong technical background with experience in Microsoft Windows (including Active Directory), Apple macOS and Apple mobile devices.
- Familiarity with information and cyber security.
- Familiarity with cloud computing.
- Familiarity with Data Science, Data Engineering, Analytics, Business Intelligence and related systems.
- Foundational knowledge of systems design, network protocols, common operating systems.
- Proficiency with end-point automation and management tools (Jamf, Microsoft Active Directory Group Policy, Tanium, etc.).
- Knowledge of one or more scripting languages: PowerShell, Python, etc.
- Cloud certifications such as Google Cloud Platform Professional Cloud Architect, Amazon Web Services Certified Developer, etc.
- CISSP certification desirable.

HOW TO APPLY

Interested individuals must apply online and include a valid email address where the applicant can receive future correspondence regarding the position. Applicants must submit ALL the following items:

- Superior Court of California, County of San Francisco, online employment application (fully completed). The link to the online application is available on the Court's website at <https://sf.courts.ca.gov/general-information/human-resourcesemployment>.
- Resume.
- Statement of qualifications, limited to one page, only explaining why the applicant is interested in the position and qualified to perform the duties described herein. This one-page statement should succinctly describe the relative education and experience that is applicable to this position.

The preparation of the online application, including the resume and statement of qualifications, is very important to the selection process. It is recommended that applicants review the information in this announcement and on the application very carefully. Once the application has been submitted, it cannot be corrected, changed or resubmitted. **All applications must be submitted by the final filing date and time indicated in this announcement.**

SELECTION PROCESS

Initial Screening:

Complete application packages received by the final filing date and time will be evaluated to determine if applicants meet the minimum qualifications. The Court will further evaluate these documents and may interview only those applicants it deems may best meet the needs of the Court. Not all applicants will receive an interview.

Oral Interview:

If necessary, selected applicants may be interviewed to determine their relative knowledge, abilities, and skill levels in job-related areas. If interviews are scheduled, it is anticipated that they will be conducted in April 2024.

Qualified applicants with disabilities requiring reasonable accommodation to participate in the selection process should complete the relevant section of the employment application.

OTHER APPOINTMENT INFORMATION

Employment is subject to security clearance. Any false statement or omission of material fact may cause forfeiture of employment. Information presented on employment applications, resumes, and attachments, and during the selection process is subject to verification. Employees are prohibited from engaging in activities which conflict with the interests of the Superior Court of California, County of San Francisco.

Immigration laws require that all employees hired after November 6, 1986, must provide proof of work eligibility. At the time of appointment to a position, all applicants must possess a valid Social Security number, and will be required to present original documents which verify citizenship or legal alien status as well as identity (such as a social security card and driver's license, or a green card and a driver's license, or a valid U.S. passport).

THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO, IS AN EQUAL OPPORTUNITY EMPLOYER. APPLICANTS SHALL NOT BE FAVORED OR DISCRIMINATED AGAINST BECAUSE OF RACE, COLOR, RELIGION, GENDER, NATIONAL ORIGIN, ANCESTRY, CITIZENSHIP, AGE, MARITAL STATUS, PHYSICAL DISABILITY, MENTAL DISABILITY, MEDICAL CONDITION, SEXUAL ORIENTATION, GENETIC INFORMATION, UNION ACTIVITY, POLITICAL AFFILIATION, OR OTHER NON-MERIT FACTOR.

For questions on the above information, contact the Human Resources Office of the Superior Court of California, County of San Francisco, (415) 551-0381.

This announcement and the online application are available at <https://sf.courts.ca.gov/general-information/human-resourcesemployment>.