

NEW MEXICO JUDICIAL BRANCH

AOC INFORMATION TECHNOLOGY SUPPORT MANAGER (Classified)

TARGET SALARY: \$88,853-\$177,709 annually, or \$42.718-\$85.437 hourly depending upon experience (pay range MM/OO)

LOCATION: Varies, statewide locations

FLSA STATUS: Exempt

JOB CODE: 9620JB

BENEFITS: Competitive benefits package offered

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

The Administrative Office of the Courts exists to enable the courts of New Mexico to accomplish their mission through:

- Ensuring that the courts have adequate, equitably distributed resources.
- Ensuring that the courts have and use current technology.
- Providing a fair and equitable statewide human resources system.
- Developing and implementing improved court processes and supporting courts in their use.
- Collecting and providing information on and for the courts.
- Ensuring sound financial, budgeting, and procurement practices in the management of court resources.
- Maintaining liaison with the legislative and executive branches of state government.

GENERAL STATEMENT OF DUTIES

Acting under general direction manage statewide operations involving data resources, applications support, testing and reporting and/or desktop and networked services.

EXAMPLES OF JOB DUTIES

- The AOC IT Support Manager manages and directs a staff of two or more IT professionals in activities related to the IT business support model of the Judiciary and the Judiciary Enterprise Case Management Application, Odyssey.
- Analyze and resolve complex issues and provide alternative solutions as necessary. Lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
- Interpret, implement and ensure compliance with AOC and judicial administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
- Within area of responsibility, approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
- Conduct budget planning, forecasting, contract management, and procurement in area of responsibility.
- Participate in strategic planning for areas of responsibility.
- Perform project management functions for areas of responsibility.
- Strong expertise in business and management computer applications and systems.

- Management responsibility for an IT team, including recruiting, hiring, training, developing, evaluating, and setting priorities.
- Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
- Advises executive management on programmatic and policy development. Negotiate and influence executive leaders on issues that have AOC- or judiciary-wide impact.
- Strong knowledge of industry standards and best practices, trends and/or judicial requirements for areas of responsibility.
- Works with management to identify strategic planning initiatives and assists in developing annual Information Technology plans, statewide project plans, and Information Technology directives.
- Observes trends, evaluates new technology, and recommends new practices, processes, systems, and technology.
- Works with vendors and evaluates quotes, negotiates contract terms and solicit bids for technology-based products and services.
- Recommends technology solutions to support strategic business objectives.
- Responds to requests for information, technology services, trouble reports and problem resolution.
- Participates in data standards efforts and the creation and implementation of standard operating procedure.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of management principles and practices; project management and supervisory techniques; IT trends, techniques and emerging technologies; computer and database software, structured query language, programming languages, report writers; computer architecture and design; hardware and software technical requirements and specifications; imaging software and techniques; approved hardware and software; business and system integration analysis; database structure and table layouts; application development and business process documentation methodologies, system analysis and design; data entry screen design and functionality; incident reporting software; IT development standards; project reporting and tracking methods and techniques; troubleshooting techniques; budget analysis and preparation; court processes and procedures and how they relate to the statewide case management application configuration, training and documentation.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in Business Administration or Management, Project Management, Computer Science, Information Technology, IT engineering or other directly related field.

Education Substitution: Four (4) years of directly related or relevant experience may substitute on a year for year basis.

Experience: Five (5) years of general IT experience. The following specific concurrent experience must be included within the general experience requirements:

- Three (3) years of technical experience including but not limited to technical project management, systems analysis, and application development;
- Two (2) years supervision.

Experience Substitution: Additional relevant education at the Master's Degree level may substitute for experience at a rate of thirty (30) semester hours, which equals one (1) year of experience. Education may not be substituted for the specific experience required.

Supervisory Substitution: Leadworker duties may be considered on a prorated basis for supervisory experience at a rate of one (1) year of performing leadworker duties equals six (6) months of supervisory experience. Assigned leadworker duties include but are not limited to: Train, mentor, and develop employees; direct, plan, schedule, assign, and review the work of others; develop or assist in the development of employee performance plans and appraisals; and address concerns and troubleshoot problems. An additional two (2) years of directly related experience may substitute for the supervisory experience provided the incumbent attends the NMJB Supervisory Mentorship Program Training at their earliest opportunity.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office or court setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, and judges and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employee assistance program (EAP) [<http://www.mybenefitsnm.com/>]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid time off, up to eight (8) weeks
- Paid time off and retirement buyback
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation [457\(b\) plan](#)
- Lifetime Defined Benefits Retirement Plan [<http://www.nmpera.org/>]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility ([Stay Well Health Center](#)) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education [opportunities](#), educational leave, and tuition reimbursement

- May qualify for the Public Service Loan Forgiveness Program ([PSLF](#))
- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click [here](#) to find out

These benefits vary by job classification or need

START YOUR CAREER

Experience the difference, work for the Judiciary! Apply [here](#)!

History of Job Description: Dev: 04/22/06, Rev: 05/02/11, 02/11/20, 01/15/21 (added supervisory substitution),
Benefits updated: 02/26/221, Audit: 12/01/22, Rev Pay Ranges: 07/08/23, Rev: 08/29/23

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at [nmcourts.gov](#).