NEW MEXICO JUDICIAL BRANCH

AOC SYSTEMS AND NETWORK MANAGER

(Classified)

TARGET SALARY: $96,133-$192,265 annually, or $46.218-$92.435 hourly depending upon experience (pay range MM/OO)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9615JB
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 the statewide telecommunications, database operations, network servers, systems and workstations.

EXAMPLES OF JOB DUTIES

- **The AOC Systems and Network Manager** is responsible for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
- Interpret, implement and ensure compliance with judicial administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
- Approves technical changes, schedules projects, and oversees timelines. Implements and monitors quality standards.
- 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. Provide strategic planning for information systems and technology; may assist higher-level management in broader scope strategic planning.
- Create policies, procedures, guidelines, and processes to ensure compliance with judiciary policy.
- Contributes to organization's plans and requirements for technology business continuity and disaster and incident response.
- Advises executive management on programmatic and policy development.
- Negotiate and influence executive leaders on issues that have AOC-wide impact or judiciary-wide impact.
- Assists in developing annual IT plans and implements IT directives.

- Deploys network tools and related software, servers, databases and telecom systems statewide.
- Works with the Systems Support Team to analyze network and operating system security, and identify security concerns, risks, and/or technology needs.
- Employs methods and procedures to secure the network and servers.
- Implements intrusion detection system to identify potential network attacks.
- Identifies hardware, software and maintenance needs, costs, and vendor procurement requirements.
- Researches and identifies new and improved technologies, reviews and evaluates products, requests quotes, and creates purchase requests.
- Designs, tests and installs new and replacement equipment to judicial entity network systems.
- Monitors internet usage and implements solutions for statewide bandwidth needs.
- Manages ongoing technical projects, determines priorities, tasks responsibilities, error logs, server and network equipment, work orders/trouble tracking systems and reviews results of completed work.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of project management and supervisory techniques; systems administration; Information Technology trends and development standards; project reporting and tracking methods; administration, customer support; computer equipment and networking; troubleshooting techniques; business and systems integration analysis; server and network configuration; systems analysis; IT security practices; systems security design and configuration; network operations and tolerances; database administration concepts; telecommunication concepts; and budget analysis and preparation.

MINIMUM QUALIFICATIONS

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

> **Education Substitution**: Four (4) years of directly related or relevant experience may substitute for education 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 general experience at a rate of 30 semester hours equals one (1) year of experience.

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, 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 vacation and sick leave up to eight (8) weeks
- 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

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History of Job Description: Dev: 03/09/98 (IS Manager), Rev: 04/22/06, 05/02/11, 12/16/19, Rev: 01/15/21 (added supervisory substitution), Benefits updated: 02/26/21, Audit 12/31/22, Rev Pay Ranges: 07/08/23, 07/06/24, 07/05/25, 07/04/26

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.