Superior Court of California - County of Calaveras
Information Technology & Facilities Manager

CLASSIFICATION: 1004
POSITION TYPE: REGULAR, FULL-TIME
FLSA: EXEMPT

POSITION DEFINITION

Under administrative direction of the Court Executive Officer (CEO), the Information Technology & Facilities Manager manages the Court's information technology and facilities functions. The Manager plans, organizes, coordinates, supervises, and performs work involving technology infrastructure, cybersecurity, systems and applications, courtroom technology, facilities coordination, emergency preparedness, continuity of operations, and assigned court-security support functions.

In the Court's small-court environment, this is a working management classification. The Manager is expected to maintain sufficient technical expertise to personally perform complex information technology work, troubleshoot escalated issues, coordinate vendors and projects, and provide operational support when staffing, urgency, risk, or service needs require.

The Manager maintains a strong working understanding of the Court's case management system (CMS) and the relationship among system configuration, business processes, legislative and Judicial Council requirements, statewide reporting, data quality, and Court operations. The position works closely and collaboratively with senior management, Court administration, the judicial bench, Court employees at all levels, Judicial Council staff, vendors, and justice partners to coordinate and support technology, facilities, and related operational needs within assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

This is a first-level management classification with responsibility for managing the Court's information technology and facilities functions. The incumbent has full management responsibility for assigned staff and functions, including work planning, supervision, performance management, project and vendor coordination, departmental procedures, resource monitoring, and recommendations regarding technology and facility priorities.

The classification differs from a director-level position in that it does not serve as a peer executive responsible for Court-wide executive policy or independent strategic direction. Court-wide policy, major resource commitments, and significant organizational priorities remain subject to CEO and appropriate executive-management approval. The Manager develops recommendations, implements approved priorities, and manages day-to-day IT and facilities operations within delegated authority.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the CEO. Exercises direct supervision over assigned division staff, including assigning and reviewing work, establishing priorities, coaching and training employees, evaluating performance, addressing performance concerns, and supporting professional development. Coordinates the work of consultants, contractors, vendors, and project participants as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

DEPARTMENT MANAGEMENT AND OPERATIONAL LEADERSHIP

- Manage the day-to-day operations of the Court's information technology and facilities functions; plan, organize, assign, supervise, and evaluate work consistent with Court priorities.
- Develop and recommend departmental work plans, service standards, procedures, technology roadmaps, lifecycle priorities, and continuous-improvement initiatives for CEO approval as appropriate.
- Supervise, coach, train, and evaluate assigned staff; promote cross-training, documentation, succession planning, knowledge transfer, and appropriate separation of duties.
- Evaluate technology, facility, staffing, vendor, and operational needs; identify risks and alternatives and provide timely recommendations to the CEO.
- Maintain awareness of legislative, regulatory, Judicial Council, and Court policy changes affecting assigned functions and coordinate implementation of approved changes.
- Collaborate with the Director of Operations, Director of Finance, and other managers when technology, reporting, facilities, contracts, fiscal requirements, or operational changes affect multiple Court functions.

INFORMATION TECHNOLOGY AND CYBERSECURITY

- Manage and perform work involving the Court's technology infrastructure, networks, systems, applications, communications, courtroom technology, endpoints, user access, data protection, backup and recovery capabilities, and related technology services.
- Establish, document, implement, and maintain technical standards and procedures for access, security, backups, recovery, change management, asset management, lifecycle replacement, and system administration consistent with approved Court requirements.
- Provide advanced technical support and personally perform complex hands-on technology work; serve as an escalation resource for assigned staff.
- Manage cybersecurity operations, including identity and access controls, vulnerability remediation, endpoint protection, incident response, vendor security coordination, and protection of Court systems and data consistent with applicable Judicial Branch requirements.
- Plan and manage approved technology upgrades, migrations, replacements, integrations, and implementation projects; coordinate business requirements and operational impacts with responsible Court departments.
- Coordinate with Judicial Council technology staff, vendors, consultants, and service providers; monitor performance and escalate significant service, security, contractual, or operational concerns.

CASE MANAGEMENT SYSTEMS, LEGISLATIVE COMPLIANCE, AND STATEWIDE REPORTING

- Maintain a strong working understanding of the Court's CMS, related applications, interfaces, configuration, reporting logic, and data dependencies and how technology changes affect Court operations and compliance.
- Monitor vendor, Judicial Council, legislative, regulatory, and approved business-rule changes that may affect the CMS or technology environment and coordinate technical evaluation and implementation with responsible managers and staff.
- Manage or perform technical configuration, testing, troubleshooting, change control, implementation, and vendor escalation for approved CMS and reporting changes. Responsible operational departments retain responsibility for defining and validating business requirements, procedures, coding practices, and operational impacts.
- Provide technical support and oversight for JBSIS, DOJ, DMV, and other required reporting; work with the Business Systems & Operations Analyst and responsible departments to identify and correct technology, configuration, mapping, interface, workflow, or data-quality issues.
- Ensure assigned staff understand applicable technology, security, system, and reporting requirements and carry out approved responsibilities.

FACILITIES MANAGEMENT AND PLANNING

- Serve as the Court's primary administrative contact for assigned facilities matters and coordinate maintenance, repairs, projects, building systems, vendor access, and facility needs with Judicial Council Facilities Services and other responsible entities.
- Assess facility needs and recommend priorities involving courtrooms, offices, public and secure areas, technology infrastructure, accessibility, security, space utilization, and modernization.
- Maintain sufficient working knowledge of major courthouse systems, including HVAC, electrical, plumbing, fire/life-safety systems, emergency power, access controls, alarms, elevators, and courtroom infrastructure, to identify concerns, coordinate service, and escalate issues.
- Monitor facility conditions, recurring service needs, lifecycle concerns, vendor performance, and Court-managed facilities contracts; coordinate corrective action within delegated authority.
- Coordinate contractors and vendors, including access requirements, after-hours work, scheduling, security considerations, and operational impacts, to minimize disruption to Court services.
- Support preventive-maintenance, equipment-replacement, accessibility, sustainability, and long-term facilities planning in coordination with Court leadership and the Judicial Council.

EMERGENCY MANAGEMENT AND COURT SECURITY SUPPORT

- Coordinate assigned administrative emergency-preparedness and continuity activities under the direction of the CEO, including continuity of operations (COOP), technology disaster recovery, evacuation planning, emergency communications, drills, exercises, recovery procedures, and corrective actions.
- Monitor emergencies and environmental conditions that may affect courthouse technology, facilities, safety, or continuity and promptly communicate significant risks to the CEO and appropriate Court leadership.

- Coordinate operational response activities with the CEO, Presiding Judge, Sheriff, Judicial Council, first responders, County agencies, and other justice partners as assigned.
- Support the CEO, Presiding Judge, Sheriff, and Court Security Committee in implementing assigned portions of the Court's security plan, including technology, access controls, emergency systems, drills, assessments, corrective actions, and security-related facility improvements.
- Assigned security responsibilities support, and do not replace, responsibilities assigned to the Presiding Judge, Sheriff, CEO, or Court Security Committee under applicable California Rules of Court.

CONTRACTS, COSTS, AND RESOURCE STEWARDSHIP

- Monitor departmental expenditure, technology and facilities costs, assigned contracts, service levels, renewals, lifecycle needs, and resource requirements within approved authority.
- Develop cost estimates and resource recommendations and timely communicate significant fiscal, contractual, or procurement issues to the Director of Finance and CEO.
- Coordinate with the Director of Finance on budget development, procurement, contracting, grants, Judicial Council funding opportunities, and financial requirements affecting assigned functions.
- Administer assigned departmental resources responsibly within approved budgets and delegated authority; the Director of Finance retains Court-wide fiscal responsibility.

KNOWLEDGE OF

- Principles and practices of information technology management, including networks, infrastructure, cloud and SaaS environments, systems and application administration, enterprise applications, integration, lifecycle planning, data protection, backup and recovery, and courtroom technology.
- Cybersecurity and information-security principles, including identity and access management, vulnerability management, incident response, business continuity, vendor risk, and recognized security frameworks and requirements, including NIST and CJIS requirements as applicable.
- Information security, privacy, confidentiality, records-access, and data-protection requirements affecting California trial courts.
- California trial court operations and the relationship among technology, CMS functionality, business processes, Judicial Council and legislative requirements, statewide reporting, data quality, financial processes, and operational workflows.
- JBSIS, DOJ, DMV, and other statewide reporting and system requirements relevant to Court technology and business systems.
- Facilities operations and planning, building systems, accessibility, emergency preparedness, COOP, disaster recovery, and court-security support.
- Technology and facilities contracts, vendor and SaaS management, procurement, lifecycle planning, cost monitoring, and project management.
- Principles of supervision, employee development, delegation, performance management, documentation, project management, and organizational change.

- Applicable California Rules of Court, Judicial Council standards and guidance, Court policies, and other requirements affecting assigned technology, facilities, security, data, reporting, and administrative functions.

ABILITY TO

- Manage IT and facilities functions in a small court while remaining capable of performing complex hands-on technical and administrative work.
- Plan, organize, prioritize, supervise, and evaluate the work of assigned staff and maintain appropriate accountability and documentation.
- Analyze complex technical and operational problems, identify risks and alternatives, and make sound recommendations to executive management.
- Translate approved legal, regulatory, business, security, and reporting requirements into appropriate technical or facilities actions without assuming responsibility assigned to another department.
- Manage projects, vendors, contracts, deadlines, costs, and risks within delegated authority and elevate material issues timely.
- Communicate technical and facilities information clearly to nontechnical audiences and work effectively with judicial officers, executives, managers, staff, Judicial Council representatives, vendors, and justice partners.
- Exercise sound judgment and maintain confidentiality when handling security-sensitive, personnel-sensitive, or otherwise restricted information.

MINIMUM QUALIFICATIONS

Any combination of education, training, and progressively responsible experience that demonstrates the required knowledge, skills, and abilities may be qualifying. A typical qualifying pattern is:

PATTERN I

EDUCATION: Bachelor's degree from an accredited college or university with major coursework in information technology, computer science, management information systems, cybersecurity, public administration, business administration, facilities management, emergency management, or a related field. Additional qualifying experience may substitute for education on a year-for-year basis.

EXPERIENCE: Five (5) years of progressively responsible professional or advanced technical experience involving information technology systems, infrastructure, cybersecurity, applications, projects, or related functions, including at least two (2) years of lead, supervisory, management, or significant project-lead responsibility. Experience coordinating vendors, contracts, facilities, continuity, or emergency-management functions is desirable.

PATTERN II – Additional Experience in Lieu of Degree

An equivalent combination of education and progressively responsible professional or advanced technical experience may be qualifying. Additional qualifying experience may substitute for the bachelor's degree on a year-for-year basis. Under this option, nine (9) years of qualifying experience, including at least two (2) years of

lead, supervisory, management, or significant project-lead responsibility, may substitute for the bachelor's degree. Experience coordinating vendors, contracts, facilities, business continuity, or emergency-management functions is desirable.

DESIRABLE QUALIFICATIONS

- Experience in a California Superior Court, Judicial Branch entity, or other public-sector organization.
- Experience supporting or administering SaaS environments, including vendor-managed enterprise applications, configuration, user access, integrations, upgrades, security, and service management.
- Experience with Tyler Odyssey or another court CMS, including configuration, mapping, upgrades, workflows, reporting, interfaces, and implementation of legislative or regulatory changes.
- Experience with Judicial Council Facilities Services, cybersecurity, COOP, emergency management, court-security planning, or courtroom technology.
- Relevant IT, cybersecurity, project-management, emergency-management, or facilities certifications.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Work is performed in office, courtroom, technology, and facilities environments. The position may require walking throughout the courthouse, entering equipment or building-service areas, bending, reaching, climbing stairs, and lifting or moving equipment consistent with Court safety practices. The Manager must be available to respond to significant technology outages, facility emergencies, security events, or continuity incidents outside normal business hours when necessary. Reasonable accommodation will be provided in accordance with applicable law.

CLASSIFICATION / ROLE NOTES

- This is a first-level, working management classification reporting to the CEO and aligned with UMC #1004, Court Administrative/Operations Manager.
- The Manager administers assigned IT and facilities functions and makes recommendations regarding Court-wide technology and facilities priorities; final executive policy and major organizational decisions remain with the CEO and other authorized Court leadership.
- Responsible departments retain ownership and accountability for their business functions, procedures, fiscal controls, operational decisions, and staff.
- Assigned court-security duties support, but do not replace responsibilities assigned to the Presiding Judge, Sheriff, CEO, or Court Security Committee under applicable California Rules of Court.

GENERAL INFORMATION

Conditions of Employment

- Employment is contingent upon successful completion of any legally authorized fingerprint and criminal-background process required by the Court following a conditional offer of employment.
- Reference checks may be conducted consistently with Court policy and applicable law.

- Employees may be required to travel between Court locations or attend off-site training. Employees who operate a Court vehicle must possess a valid California driver's license. Employees driving on Court business must maintain legally required driving credentials and insurance.
- Employees using a personal vehicle for authorized Court business will be reimbursed for necessary expenditures in accordance with applicable law and Court policy.

Employment Eligibility

All persons hired by the Court must provide documentation establishing identity and authorization to work in the United States as required by federal law.

EMPLOYEE ACKNOWLEDGEMENT AND DISCLOSURE STATEMENT

I acknowledge that I have received, read, and understand the job description for my position, including the essential duties and required knowledge, skills, and abilities. I affirm that I am able to perform these responsibilities, with or without reasonable accommodation.

I understand the duties, responsibilities, and expectations associated with my position and agree to perform my job in accordance with these standards. I further understand that this document does not constitute a contract of employment.

I further acknowledge that I am employed at the will of the Court, as provided under Government Code § 71634.1, and that the Court may modify job responsibilities consistent with applicable law.

Employee Signature: _____ Date: _____