

Medina Municipal Court

JOB TITLE: Manager of Information Systems
DEPARTMENT: Court – Judicial
SALARY RANGE: Commensurate with Experience

POSITION SUMMARY:

Responsible for providing technical assistance on current and emerging court technology issues. Knowledge of past and current business technologies including hardware, software, communications and connectivity tools and knowledge of office automation hardware and software required. Ability to maintain Court's information technology systems and networks. Ability to perform technical and administrative tasks to ensure functionality and efficiency of computer and telecom systems. Ability to work independently.

The position carries considerable responsibilities and requires use of detailed technical knowledge and skills necessary to handle a broad spectrum of software, hardware and facilities infrastructure as relates to the Court's Information System. The following breakdown demonstrates those categories in detail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide first-line customer desktop, server, mobile device, software, peripheral and phone system support.
- Assist in supporting, configuring, maintaining and upgrading Court's networks and in-house servers.
- Assist in installing and integrating new server hardware and applications.
- Install software updates on workstations.
- Support and administer third-party applications.
- Ensure network security and connectivity.
- Monitor network performance and test for weaknesses.
- Setup and maintain user accounts, permissions and passwords.
- Resolve problems reported by end user via remote connection or on-site.
- Define network policies and procedures.
- Research and make recommendations on server system administration.
- Specify system requirements and design solutions.
- Set up workstations with computers and necessary peripheral devices (routers, printers, etc.).
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users (new software, equipment, etc.).
- Troubleshoot and maintain hardware and software.
- Maintain accurate records of all equipment, maintenance performed and projected replacements.
- Monitor critical backup files for court records, including case management, audio court records and security camera files.
- Develop reports using SQL and Crystal Reports as required by court personnel.
- Provide public records updates to third party entities.

- Maintain video and audio equipment needed for courtrooms.
- Seek out software enhancements that support established goals and improve data management systems.
- Serve as liaison for software, hardware and outside contacts.
- Participate in technology budget planning. Research and recommend equipment purchases.

KNOWLEDGE, QUALIFICATIONS, SKILLS and ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Experience in a network technician role.
- Must possess knowledge/understanding of Windows operating systems, MS Office (including Office 2013 and Office 365), Windows utility programs (e.g. Windows Movie Maker), Meraki network equipment (switches, firewalls and access points), Firewalls, Internet VPN's remote implementation, Crystal Reports, Relational Databases including SQL and jBase databases.
- Must have or develop an understanding of the functions of Court departments in order to assess needs and provide appropriate services.
- Technical, analytical and interpersonal skills required.
- Knowledge of internet security and data privacy principles.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in Computer Science, Information Technology or a related field from an accredited educational institution or significant and equivalent information technology experience.

COURT EXPECTATIONS OF EMPLOYEE

In accomplishing the responsibilities of this position, the Court expects the employee will adhere to its mission, values, policies and procedures. In addition, while carrying out the duties of this position, the employee is expected to model high ethical conduct on and off the job and exhibit a professional demeanor toward Court employees and members of the public.

Proof of education and employment references will be required before final interview. Employment predicated upon successful completion of criminal background testing.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to ensure qualified individuals with disabilities to perform essential functions of the position. Candidate must be able to lift and/or carry up to 25 pounds.

APPLICATION PROCEDURE:

Resume and Cover Letter must be received by 4:00 pm September 14, 2017.

Please submit to:

Lori Henry, Court Administrator

Medina Municipal Court

135 N. Elmwood Avenue

Medina, OH 44256

Email: lhenry@medinamunicipalcourt.org