



LARAMIE COUNTY

JOB DESCRIPTION

TITLE: Court Services Manager/Systems Administrator

FLSA: Exempt

DEPARTMENT: District Court

REVISED:

Summary: Under general direction, supervises, plans and coordinates the activities and operations of the computer systems for the Clerk of District Court Office; provides complex staff assistance to the Clerk of District Court.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Oversees and coordinates the organization and operational activities for computer systems including hardware and software for the Clerk of District Court Office, third party and public users; performs program coordinator duties pursuant to computer contract requirements.
- Serves as a liaison between contractors, the Information Technology Department, District Courts, the Supreme Court, judges, attorneys, staff and the general public.
- Develops and administers departmental budgets and expenses; participates in the development and implementation of computer system related goals, objectives, policies, procedures, priorities and improvements.
- Assists with legislative bill lobbying, preparing grants, IRS or State audits, and other issues impacting operations and services; serves on committees as required; acts on behalf of the Clerk of District Court in his/her absence as required.
- Oversees table construction, data conversion, testing, business practices, procedure revisions, training and public relations; monitors project and contract responsibilities, deadlines and costs; tests/install system patches and builds; determines maintenance and testing requirements; updates security, tables and parameters; identifies report program changes and advises users of changes/new procedures; collaborates with contractors and the Information Technology Department (ITD) to develop, modify and test reports; serves as project manager to implement new version upgrades or new computer systems.
- Creates, verifies and maintains computer security, user profiles, custom menus, and tables; authorizes user access and licensing; develops operation contingency plans; coordinates the standardization of data input and retrieval; maintains database integrity; assists users regarding computer equipment usage, applications and procedures; participates in user group meetings; provides assistance with problem resolution and improvements.
- Identifies, analyzes and resolves software and computer problems; documents and reports unresolved problems; evaluates impact of problems on operations, security, confidentiality, liability, reporting and public services; establishes work-around procedures and notifies users; liaises with contractors and/or ITD to correct or prevent problems.
- Hires, supervises, trains and evaluates the performance of assigned personnel; provides and/or coordinates staff training.
- Develops, implements and administers projects and activities; coordinates assigned services and activities with those of other divisions and activities; responds to and resolves difficult inquiries, complaints and problems as required.



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- Negotiates computer systems contract terms, provisions and prices with vendors, contractors, ITD, attorneys and third party users; oversees activities in relation to obtaining, renewing or amending contracts for software licenses, maintenance, programming, professional services and third party access; identifies circumstances of licensing needs requiring contract modifications.
- Performs other duties as assigned or required.

Knowledge and Skills:

- Knowledge of computer systems operations and activities relative to District Court services.
- Knowledge of statutes, policies and procedures applicable to District Court operations.
- Knowledge of computer software applications, operations, policies and contract responsibilities.
- Knowledge of computer system management, administration and security.
- Knowledge of principles and procedures of record keeping and reporting.
- Knowledge of processes for budget preparation and expenditure control.
- Knowledge of supervisory principles, practices, and methods.

- Skill in day to day computer system operations/activities for the Clerk of District Court Office.
- Skill in serving as a liaison with relevant parties in relation to computer system activities.
- Skill in creating and maintaining computer system tables, parameters and security.
- Skill in identifying and resolving software and hardware problems.
- Skill in instructing users in the use of computer equipment and operating procedures.
- Skill in researching and resolving complex inquiries and complaints.
- Skill in effectively supervising, leading and delegating tasks and authority.

Minimum Qualifications:

High School Diploma or equivalent, AND five (5) year's experience in computer systems development or related field; or equivalent combination of education, training and experience.