DUTY STATEMENT
DEPARTMENT OF JUSTICE
DIVISION OF
ADMINISTRATIVE SERVICES
LEGAL SUPPORT SERVICES
CASE MANAGEMENT SECTION

Name: Vacant
Job Title: Information Technology Supervisor II
Position Number: 420-054-1404-001
PRIMARY DOMAIN(S): Business Technology Management, Software Engineering
SECONDARY DOMAIN(S): Client Services

Statement of Duties: The Information Technology Supervisor II (ITS II) directly supervises all IT staff performing work on behalf of the Attorney General's Office (AGO), Case Management Section. At this level, the supervisor may also identify, document, and monitor defined service levels and performance management standards; manage contracts and IT procurement; ensure compliance to project management standards including Project Approval Lifecycle process; develop scopes of work; and participate in vendor/product solution evaluation and selection. In addition, the position oversees the operation and performance of the AGO's legal technology stack including an enterprise case management, timekeeping, billing and document management system (ProLaw), integrated business intelligence reporting systems (COGNOS and MS SSRS), and numerous other desktop and server based third-party applications critical to the delivery of legal services. The supervisor must have general knowledge of ProLaw or other legal matter management principles as well as how the application is used by the legal and business units of the department. The ITS II must have working knowledge of relational database management systems including structured query language, data transformation and data integration.

Supervision Received: Directly supervised by the section manager, an ITM II. In addition, the supervisor may occasionally receive general direction from the Director, Legal Support Services.

Supervision Exercised: Supervises and directs technical staff consisting of various Information Technology Specialists, Associates, and Technicians.

Typical Working Conditions: The supervisor works in a highly secured office or cubicle in a smoke-free environment. Travel statewide as needed to the various Attorney General's Offices. May be required to occasionally work odd shifts/hours during specified peak workload periods. In a remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

50% Develop, maintain and manage the unit's information systems technology projects. Serve as liaison with other departmental information technology units/staff and vendors to manage, maintain, control and efficiently execute technology projects. Meet and confer with

management, staff, and other technical units to ensure milestones are met and deliverables meet client business requirements. Provide project status to departmental management on a regular basis.

Direct or perform the more complex infrastructure design and analysis; review and produce technical specifications, schematics and designs; draft enterprise-wide architecture plans; create detailed security specification and strategies for access and integration with heterogeneous data environments. Coordinate IT infrastructure management work with network, server, desktop, application and security units. Manage IT hardware and software assets throughout their lifecycle including procurement and contract administration.

30% Supervise and direct staff in addressing sensitive and complex client operational and technical issues. Schedule work assignments, set priorities, direct the work of assigned staff and make adjustments as necessary due to changing priorities. This includes recruiting, directing, developing and evaluating assigned technical personnel through daily job assignments, individual training and professional development plans, and/or periodic probation/annual reviews of technical staff.

10% Maintain an awareness of industry trends and emerging technologies to meet client needs and to ensure that the department's enterprise-wide legal case management system is current and leveraging best in class technology. Identify, establish, and maintain relationships with clients to ensure effective communication takes place on business requirements, project objectives, and issues related to information systems. Develop options and make recommendations on technology initiatives.

10% Provide consultation and subject matter expertise to the division, branch and department management regarding legal technology and integrated systems or applications.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature Date Supervisor's Signature Date