



AKRON MUNICIPAL COURT

CASE MANAGEMENT SYSTEM (CMS) PROJECT MANAGER

INTRODUCTION AND BACKGROUND

The Akron Municipal Court, hereinafter “Court,” is soliciting resumes from a highly qualified company or individual to provide project management for a project to implement a new case management system according to the specifications stated herein.

The Akron Municipal Court is in the midst of a project to implement a new, Contractor-created case management system (CMS) for its criminal, civil, small claims, traffic and land lord tenant case types. The selected Contractor and software is Tyler Technologies Odyssey case management software. The implementation of the criminal, civil and traffic case types are expected to be completed by January 2022.

Under the direction of the Judges, Clerk of Court and the Court Administrator, the project manager will serve as the court project manager during the implementation of the Tyler Technologies Odyssey case management solution throughout the Akron Municipal Court. This includes all elements of project leadership and management. Along with the Tyler project management team, the Court leadership, and the Court’s implementation team, this individual will plan, organize and manage all aspects of the case management system implementation.

This position requires high level of technical skills combined with a high level of verbal and written communication skills and interpersonal skills to achieve excellent teamwork and customer service. Incumbent in this position is responsible for gathering user business and operational requirements, utilizing tools and effective project management to ensure that Court requirements are met in accordance with project deadlines, cost, quality expectations and other critical success factors. The implementations will involve complex business requirements, a diverse customer base, the justice partner community, and require integration of different technologies and solutions. The position requires strong business relationship management competencies, project leadership and management skills and understanding of state-of-the-art integrated technology solutions.

GOALS AND OBJECTIVES

The Court’s goal is to select a project manager who will be able to provide high quality project management and service skills, is collaborative and has good team and interpersonal skills. The Court reserves the right to reject any or all proposals, in whole or in part, submitted in response to this announcement. The Court further reserves the right to make no hire and to modify or cancel, in whole or in part, this announcement. Only one candidate will be selected.

CHARACTERISTICS OF WORK

ATTACHMENTS	DESCRIPTION
Exhibit “A” – Characteristics of Work	This document sets out the specifications for the characteristics of work services that are to be performed under this position announcement.

KNOWLEDGE, ABILITIES AND SKILLS

CMS Project Manager must have proven experience managing enterprise-wide court or justice applications with integrated data between justice partners or other stakeholders. Project Manager should possess the following qualifications and skills:

- Working knowledge of Tyler’s Odyssey products or other court, or criminal justice, management systems.
- Understanding of court or justice agency business processes is preferred.
- Working knowledge of data storage and data integration practices.
- Proficiency using computers and exposure to IT infrastructure components required.
- Strong analytical ability, particularly in a technology environment.
- Strong decision making and problem- solving skills.
- Excellent planning, organizational skills and ability to follow-through until processes are completed.
- Exceptional customer service, verbal, and written communications skills required.
- Proficient in Microsoft Word, Excel and Project required.
- Understanding of court or justice agency business processes is preferred.
- Working knowledge of data storage and data integration practices.
- Proficiency using computers and exposure to IT infrastructure components required.
- Strong Analytical ability, particularly in a technology environment.
- Strong decision making and problem-solving skills.
- Excellent planning, organizational skills and ability to follow-through until processes are completed.
- Exceptional customer service, verbal and written skills required.
- Proficient in Microsoft Word, Excel and Project required.

EXPERIENCE AND EDUCATION

- Bachelor’s degree in business, information technology, criminal justice or similar disciplinary with equivalent experience in the field of the courts or criminal justice.
- PMP certification is a plus.
- Significant experience in vendor-facing project engagements, 3+ years’ experience required.
- Solid and proven project management experience required.
- 3+ years’ experience implementing large-scale, enterprise-wide software projects required.

ESTIMATED TERM OF SERVICE

1.1 Project Time Commitment

The estimated time commitment for this position will be no less than fifty percent (50%) full time equivalent with some variation depending on the project timing. The candidate will be able to work offsite but must be on-site at least one full day every other week.

1.2 General Term and Option to Renew

- A. The term will be no less than twenty-one (21) months, effective upon the hire date.
- B. The Court may elect to extend the term with all terms and conditions remaining the same as evidenced by a written notice to extend.
- C. The Court will provide the successful candidate written notice of its execution of this option at least two months prior to the end of the initial term.

1.3 Termination

The Court may terminate the term with prior notice.

TIMELINE

EVENT	DATE
Announcement Issued:	November 6, 2020
Deadline for questions mjackson2@akronohio.gov	November 12, 2020 12:00 PM (EST)
Questions and answers posted	November 13, 2020
Latest date and time resumes may be submitted	November 20, 2020 3:00 PM (EST)

Salary range is commensurate with experience. Please submit resumes no later than November 20 at 3:00pm by email at mjackson2@akronohio.gov, fax (330) 375-2303 or mail to:

Montrella S. Jackson, Esq.
Court Administrator
Akron Municipal Court
217 S. High Street, Suite 713
Akron, Ohio 44308

AN EQUAL OPPORTUNITY EMPLOYER

Exhibit A

CHARACTERISTICS OF WORK

The Akron Municipal Court will hire the services of a qualified candidate to be the project manager of the Court's project to implement a new Tyler Technologies Odyssey case management system (CMS) for all of its case types. The project will be performed in phases over a span of the next 18 months and is contingent on ongoing funding.

Responsibilities

The successful candidate will manage and assume accountability for all aspects of projects related to delivery of Tyler Technologies' Odyssey software and services and the Court's transition to the new CMS that will include the following:

Overall Project Management:

1. Planning and tracking all project activity.
2. Ensure that Project team members complete tasks and deliverables and coordinate with the vendor.
3. Track project hours and produce project progress reports by due dates.
4. Monitor and review vendor invoices and bring concerns to management as needed.
5. Work in conjunction with the software vendor to manage scope, time and cost to meet delivery dates.
6. Acquire and coordinate necessary internal and justice partner resources to meet project needs.
7. Manage communication among the team members, stakeholders and vendor.
8. Manage the quality and timeliness of project team deliverables.
9. Track and report status of the project budget.
10. Track and report status and issues.
11. Identify report and manage risks and project problems; Develop and implement solutions to facilitate completion of the project on time and within budget.
12. Act as a vendor liaison and representative communicating vendor feedback to appropriate Court representatives; act in a manner to resolve outstanding issues in a timely manner.
13. Working with the Akron Municipal Court justice parties for the purpose of sharing/integrating data across justice partners.

Working in conjunction with the software vendor:

1. Create and maintain the following deliverables for Tyler Odyssey projects:
2. Project charter document.
3. Project communication document.
4. Project change management document.
5. Project end-user training document.
6. Project SOW – Statement of Work.
7. Weekly status reports
8. Project task lists (Project Plan)
9. Maintain issues list.
10. Maintain project risk mitigation log.
11. Responsible for vendor relations.
12. Ensures vendor fully understands the respective role/responsibilities of Court project staff.
13. Ensures ongoing clear and effective communications.
14. As required, involves court leadership to support effective completion of project and/or to resolve high-level issues.
15. Anticipates, identifies, and resolves roadblocks such as vendor preparations, business process gaps and missed requirements.
16. Performs other job-related duties and responsibilities as may be assigned from time to time.