

AKRON MUNICIPAL COURT



INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR

Definition: This position is a senior-level technical and supervisory role that involves coordinating and overseeing the work and employees of the Akron Municipal Court's Technology Services Division. The role is responsible for planning, organizing, and tactically executing IT operations and strategic goals

Essential Duties and Responsibilities

- Ensure effective performance of duties by managing staff.
- Provide leadership that involves the team(s) in decision-making and creates a collaborative environment and framework to accomplish organizational goals.
- Manage and oversee network infrastructure, including physical servers, storage systems, wiring, and communications.
- Manage and oversee the court's telephone systems and video conferencing units.
- Manage and oversee enterprise-level help desk operations to ensure high-quality user support.
- Assist the court administration with developing and managing the annual IT operating budget.
- Provide reports on the status of the operating budget.
- Manage and oversee enterprise application systems in coordination with the project manager.
- Assist the court's governance body with developing and implementing the organization's IT strategic plan.
- Manage and supervise user training and support.
- Ensure that security standards are consistently and effectively implemented and maintained.
- Ensure the preservation of court assets by implementing, maintaining, and verifying a disaster recovery and backup process.
- Assist the court's governance body in developing and maintaining a Continuity of Operations Plan (COOP).
- Manage and oversee IT procurements, ensure compliance, and maintain records.
- Coordinate with service providers to support and maintain enterprise communications.
- Analyze business requirements and provide recommendations to address technology needs.
- Assist with project management by providing necessary resources and developing resource scheduling.
- Develop and establish IT policies and systems to support the implementation and strategies established by management.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Excellent presentation skills in both technical and non-technical formats.
- Enterprise infrastructure operations experience.
- Experience in developing and managing a budget and negotiating with vendors.
- Deep understanding of modern computing technology, system and network architecture, cyber security, and user support.
- Strong administrative, organization, and time management skills
- Ability to manage multiple projects concurrently in a fast-paced environment.
- Ability to lead teams in a cross-functional environment.
- Ability to work nontraditional hours as needed.

AKRON MUNICIPAL COURT

INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR

Qualifications

- Bachelor's degree in the field of information technology.
- Eight (8) years of IT technical/field experience, with two years in a management role.
- A valid Ohio Driver's License.
-

Preferred Skills/Certifications

ITIL Certification

Project Management Professional (PMP)

Salary range: \$68,307.00 - \$79,248.00. Please submit resumes by 4:00 pm, Monday, June 24, 2024, via email to courtadmin@akronohio.gov. Indicate "IT Supervisor" in the subject line. Alternatively, you can fax to (330) 375-2303 or mail to:

Ikel Kelly
Interim Court Administrator
Akron Municipal Court
172 S. Broadway Street, Suite #300
Akron Ohio 44308

Receipt of applications will be acknowledged by electronic mail, and only those applicants invited for an interview will be contacted by telephone. **Applicants should not call or contact the Judges, the Court Administrator, the Human Resources Manager, or any Court employee** concerning their application.

AN EQUAL OPPORTUNITY EMPLOYER