

## AKRON MUNICIPAL COURT

### INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR



**Definition:** This is an advanced technical and supervisory position that coordinates, supervises the work and employees of the Akron Municipal Court's Technology Services Division.

**Duties: Responsible for the enterprise IT operations:**

- This is a senior level management position that is responsible for providing planning, organization and tactical execution of IT operations and strategic goals
- Manage staff to ensure effective performance of duties
- Provide leadership that involves the team(s) in decision making and create a collaborative environment and framework to accomplish organizational goals
- Management and oversight of network infrastructure including physical servers, storage systems, wiring, and communications
- Management and oversight of the court telephone systems and video conferencing units
- Management and oversight of enterprise level help desk operations and ensure high quality user support
- Assist court administration with the development and management of the annual IT operating budget
- Provide reports on the status of the operating budget
- Management and oversight of enterprise application systems in coordination with the project manager.
- Assist the court's governance body with the development and implementation of the organization's IT strategic plan
- Management and oversight of the user training and support
- Ensure consistent and effective implementation and maintenance of security standards
- Ensure the preservation of court assets by implementing and maintaining, and verifying a disaster recovery and backup process
- Assist the court's governance body with the development and maintenance of a Continuity of Operations Plan (COOP)
- Management and oversight of IT procurements, compliance and record keeping
- Coordinate with service providers to maintain and assist with enterprise communications
- Analyze business requirements and make recommendations to meet technology needs
- Assist with project management by providing needed resources and development of resource scheduling
- Development and establish IT policies and systems to support the implementation and strategies established by management

**Knowledge, Skills and Abilities**

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

**Minimum Qualifications**

- Bachelor's degree in information technology field.
- 8 years of IT technical/field experience, with 2 years in a management role

**Preferred Skills/Certifications**

ITIL Certification

Project Management Professional (PMP)

**Salary Range is \$79,248.00 - \$86,652.80. Please submit resumes no later than 4:00 pm on Friday, November 8, 2024 by email to [courtadmin@akronohio.gov](mailto:courtadmin@akronohio.gov), fax (330) 375-2303 or mail to:**

Ikel Kelly, Interim Court Administrator  
Akron Municipal Court  
172 S. Broadway Street, #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**