



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC1003N18

Deputy Information Systems Manager – Operations Manager

Opening Date: October 17th, 2018 **Closing Date:** Open Until Filled

Salary: \$62,776 - \$78,470 - \$94,164 per year (Minimum - Midpoint - Maximum)
Pay Grade 20

Recruiting For: **Administrative Office of the Courts, Judicial Information Center**

Location: New Castle County **(Please check this location on your application)**

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: The Deputy Information Systems Manager/Operations Manager role plays a critical part in the management and stability of the Judicial Information Center. The Operations Manager oversees technical staff including Network Technologists, Database Administrators, Mainframe resources and contractual support resources. This position is responsible for the security and stability of the Court's network, infrastructure and equipment and provides 24x7x365 support to the Court's critical systems. This position also serves as deputy to the Information Systems Manager; providing support to the organization in their absence, communicating critical issues and statuses, attending meetings, liaising with court leadership and other support as required.

- Manage 5 technical direct reports and additional contractual resources
- Monitor network and system performance, identify and escalate issues, and manage resolution
- Communicate issues affecting the Delaware Judicial Branch clearly and expeditiously
- Provide 24x7x365 support to the courts critical systems and manage resources to respond after normal business hours
- Maintain a physical inventory of all equipment and manage a refresh plan to replace equipment at end of life
- Review all incoming Tier 3 support tickets, establish priority and delegate responsibilities to staff

- Manage a budget for all equipment, software, licensing and warranties. Evaluate options, establish relationships with vendors and generate quotes
- Work with the Information Systems Manager to set the strategic direction for the courts IT infrastructure including virtualization, storage, backup and recovery, Disaster Recovery, COOP Planning and network security
- Manage hardware maintenance, schedule outage windows and coordinate down time with the courts
- Maintain approximately 25 physical locations which includes building access, cable management, heating and cooling, power, and vendor collaboration
- Work collaboratively with the Delaware Department of Technology and Information in support of the courts footprint on their WAN and in alignment with their policies
- Provide support to the Information Systems Manager as their deputy

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

- A bachelor’s degree from an accredited college or university
- At least 3 years of experience managing technical resources in a fast paced IT environment
- At least 5 years of experience working in an IT environment
- Proven ability to manage multiple priorities, delegate workload effectively and monitor staff performance to deliver solutions on time
- Experience with Solarwinds or similar network monitoring tools and the ability to identify issues and manage their resolution
- Experience with providing 24x7x365 support for critical systems and managing the responsiveness of technical resources after normal business hours
- Experience reviewing and modifying architectural IT diagrams for systems to clearly illustrate equipment, connections, IPs, Ports, data flow and other critical details
- Experience reviewing IT trends and news to ensure the organization is acting on new threats and vulnerabilities
- Experience in managing equipment inventories, planning hardware refresh cycles and managing a budget for hardware replacements
- Experience managing IT equipment including switches, servers, routers, WAPs, UPSs, and SANs. This also includes all related software and licensing as well as patching, upgrades and security measures
- Knowledge of all networking components and functions to facilitate effective communication with technical staff
- The ability to communicate technical problems in a succinct and simplified way to a large and diverse audience. This includes explanations of what is wrong, how it is being addressed, and a time frame for resolution

Preferred Knowledge and Experience:

- Experience with VMWare and directing resources in a VMWare environment
- Knowledge of core Microsoft tools such as Remote Desktop Services, Active Directory, DHCP, Print Management, etc...
- Knowledge of SCCM integrated with WSUS and managing services to end users with this tool

- Experience managing projects in an environment with an established SDLC

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the website at <http://ben.omb.delaware.gov/>.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and review the complete job announcement, then click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:
Administrative Office of the Courts
The Renaissance Centre
405 N. King Street, Suite 507
Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
An Equal Opportunity and Affirmative Action Employer**