

Eighth District Court of Appeals
Cuyahoga County
Cleveland, Ohio

EMPLOYMENT OPPORTUNITY

Job Title: Director of Information Systems/Systems Analyst

DEPARTMENT:	Court Administration	REPORTS TO:	Judges/Court Administrator
STARTING SALARY RANGE:	\$95,000-\$110,000 per year, commensurate with experience	HOURS:	8:30 a.m. to 4:30 p.m. *may require work beyond normal hours, including evenings and weekends.
EMPLOYMENT STATUS:	Full		
FLSA STATUS:	Exempt	CIVIL SERVICE STATUS:	Unclassified
POSTED:		DEADLINE:	

Position Overview: With 12 judges, the Eighth District Court of Appeals is the largest appellate court in Ohio. The Eighth District hears appeals from all divisions of the Cuyahoga County Court of Common Pleas as well as municipal courts and small claims courts in Cuyahoga County. The court also decides original actions filed within the court.

This is an unclassified position that serves at the pleasure of the court and reports to the general supervision of the court administrator. Under the direction of court administration, the Director of Information Systems (“Director”) is a hands-on position that is responsible for implementing and managing the operations of the Court’s technology systems. The Director requires in depth knowledge of the Court, the Court’s systems, all Court departments and positions, and a general knowledge of all areas and agencies of the judicial system. The Director is directly responsible for the installation of the court’s hardware and software systems and oversees the Assistant Systems Manager/IT Support Specialist. This position meets with the Administrative Judge, Court Administrator, and Deputy Court Administrator regularly to improve the Court’s systems, network security, data collection, and reporting mechanisms. The Director will act as liaison between the Court and other courts, county contacts, and technology vendors. This position also performs work related to project management and deploying, modifying, and adapting a wide range of software applications, including the Court’s case management system (CMS), the Microsoft 365 Suite of products, courtroom audio recording equipment, and remote conferencing technologies. The Director consults with end users to identify and analyze needs, address issues, and provide necessary training. This position is also responsible for maintenance of the Court’s website in conjunction with the Cuyahoga County Department of Information Technology.

Essential Duties and Responsibilities:

The Director will perform the following duties under general direction of the Court Administrator and Deputy Court Administrator:

- **Plan and Direct.** Oversee the integrity of the Court's network system, databases, and software applications. Stay current and advise Court Administration on emerging technologies and matters relating to the Court's information systems. Coordinates the activity of the Court's information systems and manages the set up and maintenance of all user account information. Works with CMS vendors to program database management system and implements modifications and changes as requested. Researches new system enhancements to fill the Court's technology needs.
- **System Operations.** Responsible for rollout and installation, maintenance, and oversight of all court equipment, including but not limited to computer system hardware, desktop and tablet/laptop computers, monitors, keyboards, mouse, UPS batteries, printers, network switches, network cabling, servers, server power supplies, backup network drives. Serve as system operator of central processing unit, assigning security codes and memory space allotments, generate utility work and run backups. Oversee system and network communications, including system access by remote users and maintenance of data base, with county data processing department and Ohio Supreme Court. Supervise outside maintenance technicians servicing the systems or court equipment.
- **Training.** Conduct in person onboarding of new staff on use and operation of data processing equipment, desktop and laptop/tablet computers, as well as all software applications, including the Court's CMS, the Microsoft 365 Suite of products, and Court security policies and protocols. Provide regular and ongoing training sessions for existing staff on data processing equipment and software applications, the Court's CMS, including any updates or modifications to the system or security policies and protocols.
- **Troubleshooting.** Promptly respond to and resolve IT complaints, inquires, and questions, including but not limited to both hardware and software issues and CMS issues and technology aspects of on-line legal research services (such as Lexis/Nexis, Westlaw, etc.)
- **Purchasing, Audits and Record Requests.** Involved in all aspects of the bidding and procurement process for technology purchases and advise and participate in the budget process regarding funding required for technology needs. Provide estimates for repair of any computer system hardware or IT equipment; consult with administration on system problems and provide other purchasing recommendations as requested. Involved in all aspects of IT Audits, inventory requests, and requests for IT information or CMS data.

- **Court Operations.** Process and disseminate the court's draft decision lists, case decision lists, assignment lists and processes the posting of the court's weekly decisions and case calendars to the court's website as well as sending them to the Ohio Supreme Court Reporter for publication. Generate queries and gather case statistics through the CMS, and produce reports and case statistics as requested, including statistical reports as required by law or the Rules of Superintendence.
- **Confidentiality.** Manage and maintain sensitive and confidential information, ensuring it is handled securely and in compliance with the Court's policies and procedures.
- Attend and represent the Court at local and state computer technology conferences and planning sessions.
- Perform various personnel functions for the IT department, such as, interviewing and recommending new hires, supervising, and evaluating employees in that department.
- Perform other duties as directed by the court administrator and the judges.

The aforementioned duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Qualifications and Skills:

The requirements listed below are representative of the knowledge, skill and/or ability required.

- **Problem Solving.** This is a highly responsible position requiring independent judgment and in-depth knowledge of technology. Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria, including exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives. Examples include but are not limited to, the ability to adjust security settings on a folder or document, network printer configuration. Recognizing and identifying hardware failure warning signs and identifying and resolving user issues.
- **Communication Skills.** This position requires support for court personnel and judges and collaboration with other court partners. The Director must have the ability to communicate clearly, patiently, and professionally with computer users, technicians, court staff, judges, and others of varying levels of technological sophistication. This position is critical to the continuity of court operations and the Director is at all times expected to maintain a cooperative temperament in performing the duties.

- **Familiarity with Computer Hardware and Software.** Familiarity with Windows 10 HP Workstation Installation, Microsoft Office 365 suite including Word (including macros), Outlook, Excel, Teams, Sharepoint, Onedrive, Zoom, courtroom audio recording equipment, printer and network configuration, shared directories and security. Technical hardware skills with desktops and SurfacePros, printers, copiers, mobile/wireless equipment, and phones.
- **Servers and Networking.** Familiarity with the following server and network technologies is required: Windows Server OS, Active Directory, Hyper-V Virtual Machines, Print Server Operation, Domain Name Server (DNS) and DHCP, Group Policy Management, Network communications with CCJIS and the internet, Backups and AntiVirus.
- **Database Operations.** Familiarity with Oracle databases, SQL Server, and database operations and queries. Ability to assess and evaluate the existing CMS to anticipate and coordinate enhancements to the software. Ability to write ad hoc queries to gather information from the CMS database and the ability to monitor the database operations to ensure continuous operations and acceptable performance.
- **Court Operations.** The Director must understand all aspects of the operations of the court and the role of each individual within the court. Changes to procedures, rules, reporting requirements require adaptations to the Court's operating systems implemented by or under the supervision of the Director. These include, case flow, document processing, scheduling and applicable deadlines, docketing, information sharing and security within the Court, communication requirements with the Clerk of Courts, various motion types and processing, and Ohio Supreme Court reporting. The position requires an ability to incorporate technology into the legal field in accordance with the law.
- **General skills.**
 - Possesses strong attention to detail, organizational and time management skills
 - Ability to show flexibility and initiative to anticipate end user needs
 - Strong work ethic geared towards customer service
 - Ability to keep sensitive information confidential

Education and Experience: Minimum of a bachelor degree in computer or system management or a related field from an accredited college or university. A minimum of five years working in a job-related, or similar position, or any combination of education, public service training and other experience that demonstrates the abilities to perform the duties of the position. Prior experience in a court supporting, implementing and administering a case management system, Active Directory Administration, Windows, and Office 365 Administration is strongly preferred.

Court Expectations of Employee: In completing the duties and responsibilities of the position, the Court expects the Director will adhere to all Court policies, guidelines, practices, and procedures; act as a role model both inside and outside the Court; exhibit a professional manner in dealing with others; and work to maintain constructive working relationships. In addition, the Court expects the Director to maintain a positive and respectful approach with superiors, colleagues, and individuals inside and outside the Court.

Benefits: The Court of Appeals provides subsidized healthcare through the State of Ohio, including health, dental, vision and life insurance. Optional and paid insurance is also provided through the State of Ohio. Vacation, sick leave, and personal leave are provided through the State of Ohio. Court of Appeals' employees contribute to the Ohio Public Employees Retirement System.

Physical Requirements: The candidate must be able to sit or stand for 8 hours per day and must be able to operate a computer for up to 8 hours per day. This job includes significant amounts of sitting, talking, listening, stooping, crouching and reaching with hands and arms. The candidate must also be able to lift or move items weighing up to 75 pounds.

In addition, the candidate must be able to effectively operate a copier, scanner and facsimile machine as well as ability to read reports, correspondence and instructions. The candidate must have sufficient hearing, ability to converse with individuals, in person and on the telephone, and sufficient speaking ability to communicate effectively with other individuals in person and by telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment: The job operates in a professional office environment.

Application Process: Applications shall include a cover letter and a court employment application which may be downloaded from the court's website at <https://appeals.cuyahogacounty.gov/about-us/employment> or obtained from the Court at the Ohio Court of Appeals – 8th District, 1 Lakeside Ave., Room 202, Cleveland, Ohio 44113. A cover letter, resume, and completed application form must be submitted by electronic mail to employment@8thappeals.com no later than the close of business on April 26, 2024. **NO PHONE INQUIRIES PLEASE.** Candidates may be tested.

Additional Information: Employees of the court are at-will employees and serve at the pleasure of the court. Employees are not in the classified civil service and are not members of bargaining units. The court is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, disability, military status, or genetic information. The court may decline to interview or hire a candidate who does not present the professional appearance, demeanor, and attitude expected of a representative of the court.