



## SECOND JUDICIAL DISTRICT COURT

WASHOE COUNTY  
STATE OF NEVADA

### Court Technology Department IT Manager

*Business Systems & Integrations*

**\$110,947.20 - \$163,758.40**

**Plus a comprehensive benefits package**

#### How to Apply

A complete application packet will consist of the following:

- District Court Application [HERE](#)
- Cover Letter
- Resume
- 3 Professional References
- Education Verification

*We do not accept resumes in lieu of the District Court Application*

Direct application packet to:

SJDC Human Resources  
775-328-3401 (phone)  
775-325-6601 (fax)  
[HR@washoecourts.us](mailto:HR@washoecourts.us)

#### **Hand Deliver**

75 Court Street, Room 220A  
Reno, Nevada 89501

#### **Mail**

Second Judicial District Court  
75 Court Street, Room 220A  
Reno, Nevada 89501



*The Second Judicial District Court is an  
Equal Employment Opportunity  
Employer*

**Announcement: April 1, 2025**

**Filing Deadline: April 18, 2025, at 5:00 p.m. (PDT). Mailed applications must be postmarked by this date.**

Interested applicants should apply online at <http://www.washoecourts.com>.

#### **THE DISTRICT COURT**

The Second Judicial District Court covers all communities within Washoe County and is part of the judicial branch of government. The District Court occupies two courthouses located in downtown Reno. The General Jurisdiction's historic courthouse proudly displays a copper dome lined with magnificent stained glass. The Family Division is located in a multi-court complex. Its footprint lines the banks of the Truckee River.

The Second Judicial District Court is a collaborative partner within Washoe County. Community outreach initiatives and public access to justice are on the forefront of the Court's mission. The District Court team is dynamic, boasts a wide range of expertise, and appreciates diversity.

Washoe County is a vibrant community. With world renowned Lake Tahoe nearby, residents enjoy its beauty all year long. The City of Reno offers all the benefits of a city while maintaining its small-town atmosphere. Washoe County is truly a great place to live.

Learn more about how you can join our team!

**DEFINITION**

Under the direction of the Chief Technology Officer and Court Administrator, this position plans, implements, and manages the activities and functions of the Information Technology Department including analyzing and designing new business processes and re-engineering existing processes within the context of an integrated court and interagency court case management system and an electronic filing system. The manager for this Department is primarily responsible for the daily work of the customer service team. This team does the design, construction, implementation, and support of end user technology systems, the installation and maintenance of computer equipment, the management of data, the monitoring of projects and performs related work as required.

**LICENSE OR CERTIFICATE**

N/A

**SUPERVISION EXERCISED**

Exercises direct supervision over assigned staff and consultants.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(The following is used as a partial description and is not fully inclusive as to all duties required.)*

- Manage the work of project team(s) by establishing work objectives and procedures, assigning work, establishing work priorities, monitoring completion and implementation of projects, evaluating effectiveness and providing direction as required to ensure satisfaction of system users.
- Plan, coordinate, and supervise the work of staff to ensure quality of service to Court departments, uniform application of policies, timely completion of assignments, and compliance with State statutes and Court policy.
- Participate in the development of long-range technology planning and coordinate with staff to ensure the accomplishment of departmental goals and objectives.
- Prepare reports on the status of projects, activities, and functions, including the review, update, and modification of the current year work plan.
- Prepare cost benefit and feasibility studies to evaluate proposed new system applications and hardware acquisitions.
- Perform budget preparation, budget presentations, and expenditure control.
- Prepare Staff Reports and present to committees, including judicial committees.
- Analyze staff workload ensuring effective resource management and planning for future projects.
- Assemble information regarding proposed technology strategies and technology plans for presentation to Court representatives and committees, coordinate plans with appropriate staff and other Court departments.
- Negotiate and manage technology contracts to ensure satisfaction with the quality of service provided.
- Assist with an operational budget and capital improvement requests.
- Establish support contracts for external resources as needed and monitor vendor performance to contracted service levels.
- Assist in the development of technology policies, standards, and guidelines in collaboration with the Court's executive team.
- Assist with RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.
- Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.
- Interface directly with the Court's elected judicial officers.
- Work with Court employees regarding technology needs and projects.

**Collaborate with team members to:**

- Set priorities for the design, maintenance, development and evaluation of all network systems.
- Define hardware and software standards in conjunction with owners and stakeholders.
- Develop strategies for maintaining the Court's computing infrastructure.
- Develop technology security and future security needs.
- Develop Disaster Recovery Plans to restore Courts systems and networks following business interruption.
- Develop a Continuity Operations Plan
- Review and analyze existing application effectiveness and efficiency and then develop strategies for improving or leveraging these systems.
- Ensure that development projects meet business requirements and goals, fulfill end-user requirements, and identify and resolve systems issues.
- Manage the development and deployment of new applications, systems software, and/or enhancements to existing applications throughout the enterprise.
- Research and make recommendations on software products and services in support of procurement and development efforts.
- Review the design, develop, and install enhancements and upgrades to systems and application software. Provide ongoing administrative support to customs for existing software application installations.
- Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes.
- Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
- Assist with the research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts.
- Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues.
- Design and enforce request handling and escalation policies and procedures.
- Assist with a cost benefit and feasibility study.
- Assist with budget preparation and expenditure control
- Assist with Negotiations and technology contracts.
- Assist with the creation and implement strategies for records storage, security, longevity, and ongoing preservation.
- Formulate plans for records retention and disposal.

**OTHER JOB-RELATED DUTIES**

Performs related duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**

- Court strategic plans, goals, and objectives.
- Court policies and procedures.
- Court budgeting procedures.
- Court requirements for system capabilities and performance.
- Court security requirements.
- Strategies for improving or leveraging Court business and operational applications.
- Application performance requirements and service level objectives. Interfaces between Court applications.
- Office technology in use throughout the Court.
- Organizational theories, principles, and management techniques and practices.
- Conflict resolution principles and theory.

**Ability to:**

- Communicate with committees and other departments and agencies.
- Set Department goals and expectations.
- Establish service levels for systems and services.
- Make written, visual, and oral presentations.
- Develop cross-training plans for succession planning.
- Operate a personal computer and a variety of software packages, including spreadsheets and word processing.
- Manage the functions of an assigned IT Department and project teams as needed by CTO or Administrator.
- Prepare reports on projects, activities, and functions.
- Prepare Staff Reports.
- Assist in the development of technology policies, standards, and guidelines.
- Supervise, train, and evaluate the work of assigned staff.
- Evaluate options, develop alternatives, and justify recommendations.
- Maintain awareness of current technology, trends, and practices of the trade.
- Develop and make effective presentations using visual aids and other communication tools.
- Communicate effectively, both orally and in writing.
- Maintain effective working relationships with staff, representatives of other departments and agencies.
- Manage the development and deployment of new applications, systems software, and/or enhancements.  
Provide or assign ongoing support for existing software application installations.
- Manage and/or assist in complex projects that include the analysis, design, development, and implementation of technology systems.
- Manage/assist in data mapping and conversion activities.
- Establish, analyze, and maintain Help Desk service level needs.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical abilities and work environment:*

Ability to work in standard office environment, utilize standard office equipment including PC's, phones, and multi-function devices. Ability to attend evening meetings and work occasional evenings and weekends. Ability to work in an environment with controlled temperatures.

**REQUIRED EDUCATION AND EXPERIENCE*****Education***

A bachelor's degree from an accredited college or university in Computer Information Systems or a closely related field OR an equivalent combination of education and experience.

***Experience***

Six years of full-time experience working in a related field or a court environment including one year of supervisory experience.

**Preferred skills, education and experience:**

- Strong understanding of court procedures and processing of court documents;
- Understanding and knowledge of courtroom operations;
- Reviewing and/or recommending computer systems and workflows;
- Planning, developing, implementing, integrating, and supporting application systems;
- Helpdesk operations, desktop computing devices and mobile devices, and records and imaging services; and

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*