

**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF MISSOURI**



VACANCY ANNOUNCEMENT

Position: Information Services Manager
Salary Range: CL 31 \$97,950 - \$159,167
(Based upon qualifications)
Opening Date: January 8, 2019
Closing Date: Open until filled - applications will be considered as they are received

Position Overview: This position is located in the Bankruptcy Court's Clerk's Office in St. Louis, Missouri. The Information Services Manager is responsible for overseeing and managing automated systems within the Court, including operation, coordination, and integration of all Judiciary and local applications. The incumbent primarily directs supervisors and oversees coordination and integration of office automation equipment, telecommunications, and courtroom technology. The Information Services Manager ensures compliance with the appropriate guidelines, policies, and approved internal controls. The position reports to the Chief Deputy Clerk.

Representative Duties: The Information Services Manager performs duties and responsibilities which include, but are not limited to, the following:

- Manage, develop, and mentor supervisory staff and other professionals involved in information technology activities, including establishing standards, assigning and reviewing work, evaluating performance, and handling disciplinary actions. Oversee the daily operation of the department to include analyzing workflow, establishing priorities, and setting deadlines. Conduct staff meetings and communicate operational status and relevant information to staff. Perform quality checks and approve the efficiency and effectiveness of all systems and programs prior to implementation.
- Evaluate the organization's technology use and needs. Develop and implement both short-term and long-range automation improvement plans which include consideration of unit needs, objectives, and capabilities, including anticipation of future requirements and problems. Formulate, recommend, implement, and enforce appropriate policies, procedures, and standards. Develop solutions to problems and procedures for accomplishing objectives.
- Manage courtroom technology and coordinate telecommunications capabilities. Provide high-level program analysis and project management services. Maintain oversight of the quality of web development and management to ensure user needs are consistently met. Manage remote and mobile information systems. Maintain oversight of unit's automation equipment and property inventory.
- Develop specific system features to satisfy unique unit needs. Make adaptations to national systems and/or participate in the planning for, and the acquisition of, specific systems for the Court unit. Develop cost-benefit analyses for various information technology projects. Meet established deadlines and commitments.
- Ensure the effectiveness of security systems for hardware, software, networks, data, physical property, and equipment. Manage the information technology *Continuity of Operations Plan (COOP)* and ensure annual testing and plan updates.
- Manage and maintain the Court's IT security posture including tools and reporting requirements. Responsible for the creation and annual review of the Court's IT security policies and procedures.
- Plan, manage, and control information technology budgets, expenditures, and property and equipment procurement activities in consultation with senior management.
- Meet regularly with managers, judges, Court unit executives, other Court units, and vendors to determine information technology needs, recommend viable solutions, and maintain collaborative relationships.
- Develop presentations, data, and technical briefings on information technology related topics. Remain current regarding emerging technologies and how they interface with systems.
- Comply with the *Guide to Judiciary Policy*, the *Human Resources Manual*, applicable Administrative Office policies and procedures, and internal controls guidelines. Comply with procurement procedures, policies, and guidelines. Comply with the *Code of Conduct for Judicial*

Employees and Court confidentiality requirements. Develop local policies for use with emerging internet technologies. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

- Communicate clearly and effectively, both orally and in writing, to explain complex concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures.

Qualifications and Educational Requirements: Bachelor's degree is required. The applicant must possess strong leadership skills, broad technical knowledge of various IT applications and methodologies, as well as the ability to think creatively and communicate effectively.

Specialized Experience - The applicant must have a thorough working knowledge of principles and techniques of computer hardware and software, office automation, database design, and data communications with the ability to troubleshoot and problem solve; extensive knowledge of software testing methods, practices, and preventive maintenance activities; substantial knowledge of systems design and development, programming concepts, and languages; proficiency with tools concerning computer networking, database management and internet/intranet applications and development, and website design; significant experience in conducting research of available services and products, providing proposed solutions, and isolating and taking necessary corrective actions; knowledge of federal judiciary budget process.

Employee Benefits: The U.S. Bankruptcy Court offers excellent opportunities for training and career development. Court employees are covered by the Court Personnel System (CPS). Leave accrual, health benefits, life insurance benefits and retirement benefits are comparable to civil service. This position is subject to mandatory electronic fund transfer participation for payment of net pay. All employees are required to adhere to a code of conduct and the Court's policies and procedures. This Court is an equal opportunity employer.

How to Apply: Submit a completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>), a detailed resume and cover letter to:

Confidential 19-01
Keysha Shortridge, Administrative Support Specialist
U. S. Bankruptcy Court - Eastern District of Missouri
111 S. Tenth St., 4th Floor
St. Louis, Missouri 63102

Or e-mail to: hr@moeb.uscourts.gov

The Court reserves the right to modify the conditions of this job announcement, withdraw the announcement, or fill the position at any time, any of which may occur without prior written or other notice.