

**Alaska Court System
Class Specification**

CMS MANAGER

Range: 22

EEO4: 2

SOC: 15-1242

Class Code: C3450

Definition:

Under the general direction of the Chief Technology Officer, the CMS Manager is responsible for planning, development, coordination, and overall administration and implementation of the Alaska Court System's statewide trial court case management and file tracking systems.

Distinguishing Characteristics:

The CMS Manager is a single-position job class responsible for overall management and administration of CourtView and TrakMan computer systems and related business processes, implementation of conversion from legacy case management systems, and development of extensive written instructions and training programs for court personnel. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees.

Supervision Received: The CMS Manager works under the general direction of the Chief Technology Officer. Methods of performing assignments are the responsibility of the employee so long as they are within established policies and procedures. Work is periodically reviewed to measure overall results and assure conformance with policy and procedure.

Supervision Exercised: The CMS Manager exercises full supervisory authority and responsibility for assigned staff.

Complexity of Tasks: The CMS Manager is responsible for overall management and administration of the court system's statewide case management and file tracking systems.

Independent Judgment: The CMS Manager exercises a high degree of independent judgment in taking necessary action to quickly resolve complex problems, prioritize work, and manage personnel.

Examples of Duties:

Interview, hire, train, evaluate, and evaluate the performance of subordinates. Establish priorities; plan, assign, and monitor workflow to ensure project deadlines are met. Provide guidance and training to ensure growth and development of subordinates.

Make presentations to court system IS staff regarding CMS processes and procedures.

Consult with and advise the Chief Technology Officer on the design, construction, maintenance and operation of systems supporting CMS.

Develop or direct the development of statewide operating and working procedures, policies and standards, including written instructions and training programs and pursuing appropriate changes to court rules and administrative bulletins to support changes in policies and procedures.

Supervise development of modifications to the case management system.

Develop and maintain CMS documentation in the knowledge base support system.

Manage and direct conversion from the legacy case management systems to the new case management system.

Prepare project plan and schedule which include requirements, tasks, work assignments, resources, review points, and status reports. Evaluate and make recommendations concerning vendor hardware, software, and training products.

Interact with project staff, committees, management personnel, vendors, contractors, and other agencies to provide and exchange technical information, plan and coordinate work activities, or resolve project issues and technical problems.

Knowledge, Skills, Abilities:

The CMS Manager requires advanced knowledge of:

- Common desktop computer software such as Word, Excel, and Outlook.
- Alaska Court System rules, policies, and procedures.
- CourtView, TrakMan, JuryView, InfoView, and Crystal Reports.

The CMS Manager requires skill in:

- Project management and direction.
- Technical writing and report preparation.
- Verbal and written communication skills.

The CMS Manager requires the ability to:

- Communicate clearly, concisely, and effectively to staff, users, vendors, and outside agencies.
- Deal effectively and tactfully with court personnel, the general public, and other branches of government as needed.
- Identify issues, analyze facts, recommend solutions, and take appropriate action.
- Exercise flexibility and good judgment.
- Establish and maintain cooperative working relationships.
- Interpret and explain complex court rules, policies, and procedures.

Minimum Qualifications:

Three years of professional work experience in the Alaska trial courts which included substantial knowledge of court operations and experience using multiple modules within CourtView –

Alaska's trial court case management system. The required professional work experience includes service such as a Chief Deputy Clerk II, Clerk of Court IV, Court Operations Analyst, or Rural Court Training Assistant with the Alaska Court System.

OR

Three years of professional work experience with the Alaska Court System which included substantial experience in the management of user-defined functions, analysis of processes, and implementation of CourtView – Alaska's trial court case management system. The required experience includes service such as a CMS Analyst or Court Reports Programmer with the Alaska Court System.

OR

Five years of project management experience in trial court business processes or a trial court case management system in which you had responsibility for defining the parameters of the project, coordinating assignments between professional and technical staff, and timely implementation and delivery of the final work product. The required experience includes service such as a State Jury Coordinator II or Project Coordinator with the Alaska Court System or another court jurisdiction.

Note: This position is in the partially exempt service; the incumbent serves “at-will” to the appointing authority.

09/08 – Established

11/08 – WPA

02/14 – Remove MQQ's

05/15 – Change SOC Code

09/18 – Change SOC Code