
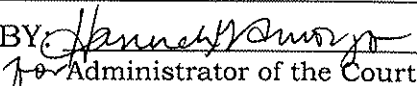


**JUDICIARY OF GUAM
JOB STANDARD**

CLASSIFICATION TITLE: MIS PLANNING AND SYSTEM DESIGN SUPERVISOR	
CLASS STATUS: <input type="checkbox"/> Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> P/T <input checked="" type="checkbox"/> F/T	
FLSA CATEGORY: Exempt	EEO CATEGORY: Professional
HAY POINTS: (KH) F I+ 3 = 350 (PS) E 3+ (38) = 132 (AC) E 3 C = 152	
TOTAL POINTS: 634	PAY GRADE: Q
DATE ESTABLISHED: March 2017	
CONCURRED BY:  HR Administrator	APPROVED BY:  Administrator of the Courts

SUMMARY OF CLASSIFICATION:

The incumbent in this classification will provide management, supervision and guidance to the network, infrastructure, and information security of the Judiciary's MIS Office.

Under the direction of the MIS Administrator, the supervisor will manage the network infrastructure program and ensure that it is in compliance with network infrastructure standards and information security policies. This position will provide program and produce management oversight for core infrastructure technology including identity management, DNS, VPN and partner connectivity. It will assist with network architecture planning based on data analysis identification of trends and recommending courses of action and outcomes to assist with infrastructure planning efforts.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

- Plans, designs and maps the network architecture for the Judiciary under the direction of the MIS Administrator.
- Supervises the administration and maintenance of the infrastructure for the MIS Office.
- Recommends and implements MIS network management policies.
- Analyzes, monitors infrastructure performance and plans for replacements and upgrades of software as needed.

- Designs and implements changes to the Judiciary's network architecture and develops specifications for hardware upgrades as appropriate.
- Conducts and Monitors routine maintenance of hardware to recommended standards.
- Ensures routine and critical resources are routinely backed up.
- Develops standards for process flows, and hardware acquisition.
- Monitors contracted vendor support and performance; and evaluates contracted services periodically to assess value for money.
- Ensures contracted hardware support services are delivered in accordance with contractual terms and are reviewed after documented evaluations.
- Directs and performs system hardware updates and upgrades as needed.
- Participates on staff committees established to design and execute court technology programs likely to impact existing network operations.
- Provides installs network infrastructure and data center troubleshooting and support.
- Oversees troubleshooting and repair of network routers, switches, WIFI access pints and data cabling.
- Manages existing technical support agreements and service level agreements with outside agencies as necessary in conjunction with the finance department.
- Adheres to and complies with all promulgated policies, standards, and codes of ethical conduct.
- Performs other related duties as required.

KNOWLEDGE OF:

- Principles of information systems architecture for enterprise-wide system development;
- Network design and architecture;
- Principles and techniques of network security rules;
- Network security and firewall configuration as assigned;
- Network operating platforms;
- Principles of Enterprise mail and directory services as assigned;
- File server hardware and repair procedures for file servers;
- Design and build of cabling plants and computer facilities as assigned;
- Multiple hardware platforms and the interrelationship of different operating systems;
- Permissions, connectivity, security, DNS/DHCP/access authentication and certificates;
- Role Delegation and object creation in Active Directory and Exchange;
- Principles and practices of assigned hardware and software troubleshooting and analysis.

SKILL IN:

- Monitoring project schedules, status and compliance;
- Coordinating deadlines and prioritizing competing demands;
- Researching solutions;
- Understanding and planning systems and systems testing;

- Applying troubleshooting techniques for various hardware software and operating systems;
- Explaining technical information in a way that promotes understanding by non-technical users;
- Installing, configuring and maintaining high-capacity network hardware;
- Detecting, diagnosing, and resolving complex network problems;
- Applying security rules and policies;
- Diagnosing and monitoring intrusion detection and prevention systems;
- Understanding of system application issues in order to resolve functional issues;
- Project management organization and logistics;
- Understanding and interpreting technical information and manuals;
- Effective Communications;
- Maintaining effective working relationships with colleagues

QUALIFYING EDUCATION AND EXPERIENCE: *(Any equivalent combination of training and experience which demonstrates the required knowledge and abilities is qualifying.)*

Education: Graduation from a recognized college or university with a master's degree in Information Systems development/implementation or a related technical field.

Experience: Four (4) years progressive management responsibility and accountability for planning, coordinating, monitoring and reviewing information system networks including two (2) years in a supervisory capacity.

Substitution: Graduation from a recognized college or university with a bachelor's degree in computer science, information technology, business administration or a related technical field, plus five (5) years progressive management responsibility and accountability for planning, coordinating,

monitoring and reviewing information system networks including two (2) years in a supervisory capacity.

PHYSICAL/MENTAL JOB DEMANDS: *(The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

Mobility: frequent sitting and standing for long periods of time; occasional bending or squatting.

Lifting: frequently up to 10 pounds; occasionally up to 25 pounds.

Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.

Dexterity: frequent use of keyboard; frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching.

Hearing/Talking: frequent hearing and talking, in person and on the phone.

Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone.