

BUSINESS SYSTEMS ANALYST

DEFINITION

Under direction, analyzes and documents Court procedures and business requirements for the development and revision of software applications and reporting, supports the use of Court case management systems and other applications, and may perform other related work as required. This position works independently or as a part of a team, manages moderately complex case management system projects, serves as a point of contact between client organizations and technical areas, and addresses new business/system opportunities.

DISTINGUISHING CHARACTERISTICS

Incumbents in this professional classification are fully competent to independently perform professional analytical assignments within general policy and procedural guidelines; responsibilities require the use of independent judgment, the application of analytical processes and the evaluation of alternative courses of action.

TYPICAL TASKS

- Serves as a subject matter expert for assigned system modifications; participates in system and application testing; maintains application configurations, including user authorization and authentication; develops training materials and provides formal training for an assigned system
- Participates in the Software Development Life Cycle process as required; supports the design, development, and implementation of business and technical requirements; maps business processes, use cases and workflows to support analysis; provides ongoing functional and technical systems support
- Serves as a project manager for small and/or less complex systems projects in area of expertise
- Identifies and explores new or alternative technologies as required
- May serve as point of contact between system users and technical staff during issue troubleshooting and resolution processes
- Provides appropriate assessment of requests, and analysis and troubleshooting of issues in conjunction with Court IT, system vendors, and application developers
- Prepares technical reports and queries; collects, analyzes, and summarizes data; responds to internal and external information requests
- Coordinates and facilitates user acceptance testing of new or enhanced applications.
- Provides orientation and guidance to new staff

- Plans, organizes and conducts administrative studies, including Court improvement projects of Court-wide significance or specific to a division
- May lead the design, development and delivery of effective business processes
- Leads design sessions and review sessions with technical, business staff and outside stakeholders as appropriate, including all levels of management
- Prepares narrative, graphic and statistical reports with alternative methods for resolving issues.
- Prepares correspondence and other written materials

EMPLOYMENT STANDARDS

Knowledge of:

- Basic principles of relational databases and database reporting tools
- Principles and techniques of preparing a variety of effective written materials and oral presentations
- Applicable work rules and policies
- Applicable business equipment and desktop applications
- Laws and regulations effecting Court operations
- Word processing and spreadsheet software
- Principles and methods of data gathering and presentation
- Project management
- Legal or business process analysis and problem solving
- Methods for gathering and documenting information
- Legal vocabulary; Court workflow processes, including operations and Courtroom support
- Court rules and procedures; and basic case management system software configuration
- Correct English usage including spelling, grammar and punctuation

Ability to:

- Apply sound and creative problem solving techniques to resolve issues and problems; present conclusions and recommendations clearly, logically and persuasively
- Organize work, set priorities and meet critical deadlines
- Read, interpret, apply and explain financial policies and procedures, laws, rules and regulations
- Plan and organize the work of others in a team
- Establish and maintain effective working relationships with Court staff, County staff, members of the public, government agencies, and vendors
- Interpret and apply legal and administrative concepts to assigned functions
- Develop business process models, use cases, and workflows
- Communicate technical software and hardware issues to non-technical users and management

- Identify impacts of configuration and business process changes on other modules and systems
- Perform analysis and troubleshooting
- Prepare management reports on systems projects
- Develop and present technical training materials to users
- Perform system configuration, report, and query development
- Maintain and update technical documentation and logs
- Evaluate applications in various stages of development, deployment and enhancement from the user's perspective
- Work independently and as a member of a team
- Analyze and resolve Court operational needs and problems
- Communicate effectively, both orally and in writing

PHYSICAL CHARACTERISTICS

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing sufficient to communicate effectively. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 10 lbs., such as files, stacks of papers, reference and other materials. Moving from place to place within an office; sitting and/or standing for prolonged periods of time.

EXPERIENCE/EDUCATION

Graduation from an accredited four-year college or university in any field and four of years of progressively responsible experience in analysis of business/project workflow that included design or implementation of automated systems and reports in a Court or legal environment. Experience may be substituted for the educational requirement on a year-for-year basis up to four years.