

## **SENIOR BUSINESS SYSTEMS ANALYST**

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### **DEFINITION**

Under direction, serves as a lead worker and/or performs the most difficult, complex, and specialized analytical work. This position performs specialized work involved in policy and procedure development and planning and conducting the analysis, design, testing and documentation of new and existing complex automated systems. This position works independently or as a part of a team, manages 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 advanced level professional classification perform duties within pre-established policies, procedures, standards, and legislation. This position is distinguished from the Business Systems Analyst classification in that it acts as a lead worker, requires considerable responsibility, works independently, makes decisions in the absence of easily applied rules. The position requires the analysis and evaluation of problems with available alternative solutions and frequently involves the development of new techniques and procedures.

### **TYPICAL TASKS**

- Provides leadership and project management oversight and work with staff to ensure a high-performance work environment that supports achieving the Court Mission including service standards
- Applies best practices and quality assurance processes to assigned areas of responsibility
- Plans, organizes, directs and provides feedback on the work of assigned team members
- Advises management on applications development, enhancement, and maintenance issues; explains technology and processing options and assists management in analysis and decision making; analyzes management needs and recommends data and reporting processes
- Plans, organizes and conducts business process reengineering/improvement projects and/or management review of court-wide significance or specific to a Court division including projects requiring strategic analysis of an entire process or area of operation. Recommends solutions to be developed in consultation with impacted internal and external stakeholders
- Serves as a subject matter expert for assigned system modifications; participates in system and application testing; maintains application configurations, including user authorization and authentication
- Leads the development of 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 more complex systems projects
- Identifies and explores new or alternative technologies
- Serves 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
- Leads 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:**

- Advanced 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
- Complex case management system software configuration
- Principles of effective leadership skills
- Correct English usage including spelling, grammar and punctuation

## **Ability to:**

- Serve as a representative of the needs of the Court during large technology projects which require strong IT technical knowledge and experience.
- Employ strong business analysis capabilities, project management and strong critical thinking and communication skills
- Integrate ideas and efforts of technical and non-technical team members to achieve expected results.
- Exercise sound judgment in carrying out responsibilities independently within the framework of established policies and protocols.
- Plan, organize, and lead 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
- 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 in an office, with the public and Court staff
- Dexterity and coordination to handle files and single pieces of paper
- Personal mobility to:
  - work in various office and Courtroom locations
  - move objects weighing up to 10 pounds such as files, stacks of papers, reference and other materials
  - move from place to place within an office
  - sit and/or stand for prolonged periods of time

## **EXPERIENCE/EDUCATION**

Graduation from an accredited four-year college or university in any field and four 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, two years of which must be in a lead worker capacity. Experience may be substituted for the educational requirement on a year-for-year basis up to four years.