



**SUPERIOR COURT OF THE STATE OF CALIFORNIA
COUNTY OF CALAVERAS**

BUSINESS ANALYST

POSITION DEFINITION:

Under general supervision and in support of the Courts Information Technology (IT) function, the incumbent in this journey level class acts as a case management expert through planning and conducting the analysis, testing, implementing, troubleshooting, monitoring, training and documentation of new and existing automated systems; assists with court-wide projects; provides support to the IT manager. Incumbents work independently or as part of a team and serve as a point of contact for various projects.

DISTINGUISHING CHARACTERISTICS:

This is a confidential, single level, at-will, FLSA non-exempt classification that provides support for the court case management system and other applications with the ability to analyze work volume, establish work standards; facilitates business process documentation; works with court staff to identify needs for modifications to existing systems and/or procedures;; tests new and revised applications to ensure accuracy and efficiency.

SUPERVISION RECEIVED AND EXERCISED:

This class receives general direction from the Information Technology Manager.

QUALIFICATIONS:

Knowledge of:

- a. Case management systems or similar application systems
- b. Principles and practices of producing effective project documentation including business functions and desk manuals.
- c. Time management and organizational skills; project management techniques; techniques for managing change
- d. Applicable business equipment and desktop applications
- e. Principles and methods of data gathering and presentation
- f. Microsoft Windows operating systems (Windows 7+) and Microsoft Office Suites (Office 2013 to 365)
- g. Maintain change management record
- h. Use of proper English grammar, punctuation, spelling and usage.

Ability to:

- a. Performs duties independently under minimal supervision. Exercising sound, independent judgment within established guidelines.
- b. Applying computer and informational systems technical practices to an office environment
- c. Installing, maintaining, operating and troubleshooting network systems, servers, personal computers, hardware, and software and other related items related to information technology
- d. Analyzing user problems, evaluating alternatives, and reaching sound resolution conclusions
- e. Preparing instructional materials, providing training, and evaluating effectiveness of solutions
- f. Principles and practices of recordkeeping, report writing and documentation
- g. Establishing and maintaining effective working relationships with those contacted in the course of the work
- h. Provide a variety of end-user support services and respond to IT services requests
- i. Provide support to various operating systems, Microsoft Office programs, and various Court programs
- j. Research equipment and software for purchasing recommendations following established procurement guidelines
- k. Maintain department technical documentation and inventories
- l. Evaluate, procure, install, troubleshoot, and repair both hardware and software systems
- m. Communicate effectively both orally and in writing with technical and non-technical staff
- n. Work variable hours

Licenses and Certifications:

- a. A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.

Employee must not contribute to or create a hostile work environment:

- a. Employee shall not engage in any activity that unreasonably interferes with the performance of any other employee, such as sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee.
- b. As an essential function of this position, the employee must be able to handle high levels of stress satisfactorily and be congenial with other employees, supervisors, subordinates, outside contractors, and other agency personnel.

Employee must have the following minimum qualifications:

Any combination of experience and education that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required knowledge, skills and abilities could be:

- a. Progressively responsible experience managing projects. Preferably with a case management system.
- b. Experience in a trial court setting is desirable.

Employee must fulfill the following special requirements:

- a. None

Employee must be able to meet the following physical demands and working conditions:

- a. Ability to bend, stoop, reach overhead, crawl under work stations. Mobility to work in awkward positions; strength to lift, carry and place computers and related equipment; manual dexterity to operate keyboards, and precision tools and equipment; vision to read handwritten and printed material and computer screens; speech and hearing to communicate in person and by telephone.
- b. Lift and carry 50 pounds and perform necessary physical tasks
- c. May require working overtime, on-call, and weekends.
- d. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

TYPICAL DUTIES (Illustrative Only):

Depending on assignment, duties **may** include, but are not limited to, the following:

- Serves as subject matter expert for Case Management System; participates in multiple levels of system and application testing; maintains application configurations, including user authorization system and application testing; maintains application configurations, including user authorization authentication; Ensures timely resolution of issues reported to vendors and works with user departments to integrate court application systems. solution with court functions and complying legal requirements.
- Provides technical support and advises court users on the use of hardware and software such as operating systems, word processing, database or spreadsheets.
- Coordinates and conducts user training sessions; prepares training plans and outlines; develops training materials; distributes notifications to users regarding system modifications and updates; develops and maintains systems and user documentation.
- Conducts testing and acceptance of revisions and enhancements to the court application systems through clearly defined test plans, scenarios, scripts, and use cases.
- Resolve problems referred by supervisory and administrative staff in the Court regarding Hardware, operating systems software, etc.
- Recommends and assists in the preparation of formal policies, procedures, and standards in alignment with the Court's goals and projectives.
- Prepares technical reports and queries; collects, analyzes, and summarizes data.
- Responds to internal and external information requests.
- Maintain, develop, and update the Court website.
- May serve as a project manager.
- May serve as point of contact between system users and technical staff during issue troubleshooting and resolution process.
- Prepares correspondence and other written materials.
- May assist in purchasing of supplies and monitor the inventory of fixed assets by maintaining inventory control logs and records for court software and equipment.
- Responds to requests related to janitorial, building maintenance and furniture related requests.
- Coordinate with the appropriate agencies and private vendors for repair, replacement or janitorial services.
- Update and maintain COOP (Continuity of Operations Planning System)
- Performs other duties as assigned.