



Superior Court of California - County of Calaveras

BUSINESS ANALYST

CLASSIFICATION: 4001a

POSITION TYPE: REGULAR, FULL-TIME

FLSA: NON-EXEMPT

POSITION DEFINITION

The Business Systems Analyst supports the Court's operations by analyzing business processes, gathering and documenting functional requirements, and using data to improve service delivery and performance. This classification bridges the gap between business needs and technical solutions, ensuring court systems align with statutory mandates and operational goals.

DISTINGUISHING CHARACTERISTICS

Under general supervision of the Information technology Manager, the Business Systems Analyst (BSA) performs analytical and systems-support functions focused on improving operational workflows, automating processes, and coordinating system enhancements. The BSA works closely with Court departments, technical staff, and vendors to ensure systems support the Court's case processing, administrative services, and judicial needs. This position is represented under the Trial Court Employment Protection and Governance Act (Trial Court Act) and is subject to the applicable Memorandum of Understanding (MOU).

The Superior Court of Calaveras County is a Cluster One Court, serving a limited population with a small judicial and administrative staff. As such, the BSA plays a broad role in supporting a cloud-based SaaS case management system and other court systems. The Court's infrastructure may evolve to include hybrid or on-premises models over time. Incumbents may be required to work overtime, standby, callback, weekends, holidays, and alternative shifts based on court needs.

SUPERVISION RECEIVED AND EXERCISED

This is a journey-level classification focused on improving the usability and performance of Court applications. The BSA operates at the process and application level, with core duties in business analysis, user testing, data reporting, and system documentation. It is distinguished from:

- **Court Information Technology Manager:** who is responsible for IT division strategic planning, budgeting, and staff supervision.
- **Information Technology Systems Administrator (ITSA):** which is focused on infrastructure, servers, and cybersecurity.

The BSA and ITSA may collaborate on shared technical issues, but their scopes remain distinct. The BSA may serve as a subject matter expert in calendaring, case flow, or administrative processes and is expected to work independently. Familiarity with Rule 10.500 (Judicial Administrative Records) is required when supporting public-facing tools or data systems.

REPRESENTATIVE DUTIES

Incumbents act as subject matter experts (SMEs), in areas such as calendaring, case flow, or court administration and are expected to work under general supervision, exercising discretion in managing projects and solving user-facing system issues.

JUDGMENT AND RESPONSIBILITY

The Business Systems Analyst (BSA) operates under general supervision and is expected to perform most duties independently, using sound judgment and a strong understanding of court operations, policies, and standards. While assignments are generally well defined, the incumbent must often evaluate multiple possible solutions and, at times, develop new procedures or techniques to meet evolving needs.

This position does not include supervisory responsibility but requires a high degree of initiative, cross-departmental collaboration, and accountability for system-related outcomes. Work priorities are driven by user and departmental needs and may shift frequently. Errors in application configuration, workflow design, or data management can significantly impact system availability, data integrity, and public access potentially disrupting judicial operations.

TYPICAL JOB DUTIES:

The Court reserves the right to assign or reassign duties as needed, based on the needs of the Court. The essential duties listed below are representative and may not include all possible tasks. This position requires an adaptive mindset, strong decision-making abilities, and expertise in leading high-performing teams, leveraging diversity, and resolving conflicts in a dynamic court environment.

ESSENTIAL FUNCTIONS:

The duties listed below are illustrative and may vary depending on assignment. The Court reserves the right to assign related duties as necessary.

- Analyze business operations and workflows to recommend improvements.
- Liaise between departments, vendors, and IT staff on system enhancements.
- Document requirements, process flows, and system specifications.
- Configure and test case management systems (CMS); implement updates.
- Facilitate user acceptance testing (UAT) and feedback integration.
- Monitor system performance; assist users in resolving issues.
- Develop dashboards, reports, and data queries for decision-making.
- Create user guides and provide training on system features.
- Support projects including COOP planning, grants, and benchmarking.
- Ensure vendor performance meets contractual obligations.
- Prepare technical memos, summaries, and project documentation.

KNOWLEDGE, SKILLS, AND ABILITIES

(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)

KNOWLEDGE

- Principles and practices of business process analysis and documentation.

- Data collection, performance reporting, and visualization tools.
- Software lifecycle principles and configuration testing methodologies.
- Judicial branch operations, case flow, and calendaring functions (preferred).
- SaaS models, system integration best practices, and vendor coordination in public-sector settings.
- Applicable policies regarding data privacy, judicial administrative records (e.g., Rule 10.500), and public transparency

SKILLS & ABILITIES

- Analyze problems, interpret data, and recommend effective solutions.
- Translate user needs into functional system specifications.
- Develop concise documentation and present information clearly to technical and non-technical audiences.
- Coordinate cross-functional projects and manage time effectively in a dynamic work environment.
- Maintain confidentiality and adhere to ethical standards in handling sensitive or legally protected information.

MINIMUM QUALIFICATIONS

Any combination of education and experience that demonstrates the knowledge, skills, and abilities required to perform the duties of the position may be considered. The following minimum qualifications are typical ways to meet the requirements:

PATTERN I:

- High school diploma or GED equivalent; AND
- Six (6) years of full-time, journey level, progressively responsible experience business process analysis or supporting software systems.

PATTERN II:

- Associate degree in a related field; AND
- Four (4) years of progressively responsible experience in business process analysis or supporting software systems.

PATTERN III:

- Bachelor's degree in information technology, Computer Science, Management Information Systems, or a closely related field; AND
- Two (2) years of full-time, journey level, progressively responsible experience in business process analysis or supporting software systems.

DESIRABLE QUALIFICATIONS

- Experience in a California Superior Court or other public-sector entity governed by the California Rules of Court.
- Familiarity with SaaS platforms, such as Tyler Odyssey or similar case management systems.
- Experience working in compliance with Rule 10.500 (Judicial Administrative Records) or public records policies.
- Knowledge of grant tracking or public-sector performance benchmarking.

EDUCATION SUBSTITUTION CLAUSE

Additional qualifying experience in information technology may be substituted for the required education on a year-for-year basis, at the discretion of the Court. For example, one additional year of full-time, progressively responsible IT experience may be accepted in place of one year of college education. This substitution may be applied up to a maximum of four (4) years toward a bachelor's degree.

Substitution decisions will be based on the nature, scope, and relevance of the experience in relation to the responsibilities of the Business Systems Analyst classification. **Supporting documentation must be provided to demonstrate equivalency.**

PHYSICAL DEMANDS

This is primarily a sedentary office position. Incumbents must be able to use standard office equipment, including computers, and communicate clearly in person and via telephone. Some walking, standing, bending, or lifting of light materials may be required.

The Superior Court of California, County of Calaveras, is an equal opportunity employer and is committed to providing reasonable accommodations to qualified individuals with disabilities in compliance with the Americans with Disabilities Act (ADA) and applicable state law.

Conditions of Employment

- **Conditional Offer Requirement:** Employment is contingent upon the successful completion of a fingerprint and criminal background check, which will only be conducted after a conditional offer of employment has been extended, in compliance with California's Fair Chance Act.
- **Reference checks** will be conducted prior to appointments to verify employment history and suitability for the position.
- **Driver's License & Travel:** Employees may be required to travel between court locations or attend off-site training. Employees who operate a court vehicle must possess a valid California driver's license. All employees driving on court business must certify possession of a valid California driver's license and the required level of automobile insurance.
- **Personal Vehicle Use:** Employees using personal vehicles for court-related business are provided with liability coverage during the scope of their employment. Reimbursements for additional costs incurred due to business use, in accordance with the California Labor Code §2802, will be honored when applicable.

Convictions

Felony or misdemeanor convictions may disqualify an individual from employment with the court. In accordance with applicable laws, including the California Fair Chance Act, the court will conduct an individualized assessment of each case. This includes consideration of the nature and gravity of the offense, the time that has elapsed since the offense, and its relevance to the duties of the position.

Employment Eligibility:

In accordance with the Immigration Reform and Control Act of 1986, all people hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of 1.) identity and 2.) U.S. Citizenship or a legal authorization to work in the United States.

Association Representative

This position is represented by the Calaveras Court Employees' Association (CCEA) under the Trial Court Employment Protection and Governance Act (Trial Court Act).

EMPLOYEE ACKNOWLEDGEMENT AND DISCLOSURE STATEMENT

I acknowledge that I have received, read, and understand the job description for my position, including the essential duties and required knowledge, skills, and abilities. I affirm that I am able to perform these responsibilities, with or without reasonable accommodation.

I understand the duties, responsibilities, and expectations associated with my position and agree to perform my job in accordance with these standards. I further understand that this document does not constitute a contract of employment.

I further acknowledge that I am employed at the will of the Court, as provided under Government Code § 71634.1, and the Court reserves the right to modify, amend, or terminate any policies, procedures, or job responsibilities described herein at its discretion, in accordance with applicable law.

Employee Signature: _____ Date: _____