

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

BUSINESS ANALYST

CLASS CODE: 99-21-12

POSITION PURPOSE

Elicits, analyzes, and validates business needs of project stakeholders, within and outside the Unified Judicial System (UJS); plans and coordinates information among agencies; determines how to best use the data to meet UJS needs; and develops technical solutions to meet those needs by configuring Case Management Systems (CMS) business, financial, and operational systems in support of core organizational functions and business processes.

DISTINGUISHING FEATURE

This position is the conduit among judicial staff, outside stakeholders, Information and Technology (I/T) staff, and CMS vendors in the development of business technology solutions that confirm continuity of operations and improved and efficient services to staff, other agencies, and citizens.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Works on projects to ensure technological changes align with UJS business processes and procedures.
 - a. Researches and documents UJS procedures and functions.
 - b. Works with contractors' business analysts and staff to detail and communicate UJS requirements.
 - c. Tests changes throughout projects and accepts or rejects development.
 - i. Discusses possible options with project managers, I/T managers and requesters.
 - ii. Documents and reports problems with functionality and continues to track and test fixes.
 - iii. Corrects problems when possible.
 - d. Recommends adjusting court procedures to match technological functionality if possible.
 - e. Gives final approval on projects when working as requested.
2. Develops, configures, documents, and manages new system features to align with UJS procedures and project definitions.
 - a. Researches and learns about the procedures/products that will be affected.
 - b. Researches applicable rules, policies, and UJS direction; defines and documents pros and cons.
 - c. Calculates costs for supervisory review and approval.
 - d. Works with contractors to develop initial design documents and monitors, tests, and approves elements as they are created.
 - e. Develops a system to share necessary information with those who are impacted by the

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- ongoing work.
 - f. Sends alerts about pending system functions.
 - g. Answers and documents questions and concerns from users.
 - h. Creates documentation that provides insight for the new features, framework for user training, and direction for successful implementation of system.
3. Manages the configuration of new and updated technologies to ensure business procedures and functions operate seamlessly and efficiently.
 - a. Confirms maximum use of new or changed systems to streamline work procedures and eliminate additional steps.
 - b. Develops testing scenarios and assigns their implementation based on input from managers.
 - c. Sets up defaults that automate procedures.
 - d. Presents options for counties to change their work processes to coincide with configurations when necessary.
 - e. Adjusts configurations to correct issues as they arise.
 - f. Configures and documents new functions.
 - g. Verifies configuration changes do not cause problems in other areas.
 4. Determines how to interpret or modify current system data to accurately represent case data.
 - a. Reviews workorders to determine need to modify configuration or procedure to ensure that the case record or data is correctly reflected.
 - b. Documents and reports issues to UJS and vendor support teams.
 - c. Work directly with SCA office and Circuit staff to resolve issues and define necessary procedural changes.
 - d. Proactively reviews and analyses possible issues and provides solution options that follow UJS standards, procedures, and guidelines.
 5. Configures UJS forms and reports used throughout statewide systems to retrieve required data from CMS.
 - a. Develops forms and fields to retrieve data by using official UJS forms as a format source.
 - b. Updates forms when issues arise and customizes forms as needed by circuits.
 - c. Documents errors in system fields and requests work orders to initiate repairs, and tests repaired forms to make sure issues have been resolved.
 - d. Creates form tokens to work with UJS forms when possible; and requests assistance from I/T developers when necessary.
 6. Provides user assistance for work orders requiring higher levels of security and experience with computerized systems by identifying the cause, and contacting users to resolve issues either by phone, email, or remote assistance.
 7. Performs other work as assigned.

SUPERVISORY FUNCTIONS

Provides work direction to vendors, contractors, and staff regarding business needs and priorities for approved projects.

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ESSENTIAL FUNCTIONS REQUIRE

This position requires sitting for extended periods of time while working at a computer; traveling in and out-of-state; attendance in accordance with rules and policies; and proficiency in the use of office equipment such as computers, telephones, copiers, etc. This position also requires working effectively with coworkers, managing stress appropriately; meeting deadlines; demonstrating initiative and motivation; analyzing business needs; and communicating (verbally and in writing) complex ideas, concepts, dispositions, rules, policies, and procedures.

PROBLEMS AND CHALLENGES

Challenges include knowing business procedures and functions that are needed for court operations and documenting and communicating that information to others to ensure new and upgraded systems work for all concerned. This is difficult because the procedures encompass court operations statewide, data is collected and analyzed from all sources, results of analyses are conveyed to contractors, vendors, I/T staff, and users; system changes must be tested, fixed, and retested; and multiple projects may be going on at one time. Further challenged to configure new or upgraded systems to incorporate existing system functions along with the benefits of new technology.

Problems resolved include reviewing data converted from one system into another and making sure it is correct; fitting existing business requirements into new systems; identifying and carrying out development projects; analyzing data output from existing systems and making the same processes work in new systems; finding options for courts to change their work processes or work with existing configurations to complete their tasks; and converting forms and reports into new systems and making sure they continue to serve their purposes.

DECISION-MAKING AUTHORITY

Decisions include approval/disapproval of project development requirements documented by contractors and whether the project functions correctly and meets UJS needs; where business rules best reside in new systems; how to implement new technology in the agency; interpretation of existing system data so it will correctly represent in new systems; architecture of applications and when project deliverables are complete; configuration of basic system tables; configuration of forms and how processes will work for users; solutions to users' problems; and recommending I/T priorities to the agency.

Decisions referred include changes to new systems that will cost money; priorities of development projects; development and use of forms and reports; final approval of projects and change orders and changes to procedures; and configuration involving supervision, scheduling, security, or criminal cases.

CONTACT WITH OTHERS AND PURPOSE

Regularly collaborates with UJS staff to develop solutions and share project information, communicates with contractors and vendors on development, implementation and issue resolutions, engages with UJS state office staff and circuit staff on procedural matters, and assists help desk staff and users both within and outside UJS.

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WORKING CONDITIONS

The incumbent works in a typical office environment. Work often requires sitting at a computer for extended periods of time; travel in and out-of-state for training and meetings; and the patience to work with a variety of users to acquaint them with new procedures and outcomes.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- best business practices, and UJS business practices;
- state court statutes and rules;
- court automation processes and systems;
- UJS court processes and users' functions.

Skill in:

- problem-solving;
- organizational management;
- creativity.

Ability to:

- gather and analyze data;
- work independently and make decisions;
- learn new procedures and initiate change;
- communicate effectively both orally and in writing;
- provide highly responsible administrative and technical work under minimal supervision;
- work on multiple projects simultaneously;
- prioritize workload effectively and manage time efficiently to accomplish goals and objectives;
- work effectively under pressure and tight deadlines.

Education:

Bachelor's degree in business administration, public information, computer science, management information systems, or a related field.

Experience:

Three (3) years of experience in a court environment in a lead position; or an equivalent combination of related education and experience.