

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

COURT TECHNOLOGY ANALYST

CLASS CODE: 99-31-11

POSITION PURPOSE

The Court Technology Analyst evaluates, analyzes, and validates business needs associated to the UJS supported case management systems and related to project stakeholders; and provides expertise on business rules and office procedures utilized by UJS users and how these functions relate to current and potential configuration options of the Case Management System.

DISTINGUISHING FEATURE

The Court Technology Analyst works as part of the Information and Technology (IT) staff to develop business technology solutions that ensure continuity of operations and improved and efficient services to staff and citizens. This position will hold primary responsibility for one or more core functions or centers of the Case Management System

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. Serves as the liaison between system users and IT regarding business requirement definitions by determining available solutions through office procedure, statute requirements and configuration options while providing leadership and direction to participating staff.
 - a. Identifies and defines uniform business practice issues and processes that affect UJS case management systems.
 - b. Meets with decision makers, system owners and system users to help define business and operations requirements and system goals and identify and resolve system issues.
 - c. Coordinates the implementation of business changes and identifies specific impact of those changes.
 - d. Works to identify scope, functional requirements, test plans, and implementation schedule for court automation reports.
 - e. Works with the State Court Administrator Advisory workgroups regarding recommended statewide mandatory court business practices and prioritization of branch-wide requests for case management system enhancements.
2. Creates and designs custom forms and reports to support case management system functionality.
3. Designs and completes system test procedures and troubleshoots problems to resolve issues for system users and ensure functionality.

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4. Creates documentation of the business needs requirements, new features, framework for user training, and direction for successful implementation for UJS case management systems.
5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position does not supervise.

ESSENTIAL FUNCTIONS REQUIRE

In-state travel to attend meetings and training; attendance in accordance with rules and policies; sitting for extended periods of time; operating computer systems/hardware and technology; and operating standard office equipment such as copier, telephone, etc. The incumbent is also required to work effectively with coworkers, partner agencies, and the public; understand, evaluate, and analyze issues and data and develop reasonable and accurate solutions and conclusions; possess organizational skills; meet deadlines; and communicate (verbally and in writing) technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include defining users' current and future IT requirements in response to operational requirements and business operations; understanding the UJS office business processes and how they related to the UJS case management systems; and determining the efficient business operation practices that work with the computer systems and any necessary configuration or development changes required.

DECISION-MAKING AUTHORITY

Decisions include assisting business analysts and users to identify and define case management system issues, processes, and change opportunities; developing the plan for business changes; testing and validating whether computer systems functionality meets the users' needs; recommending the extent to which variation in local court business practices can be accommodated in the statewide court case management system.

Decisions referred include responses to questions outside assigned professional tasks, special project priorities, questions regarding interpretation of rules and statutes, responses to inquiries regarding administrative or legal research, and policy issues that affect case management systems.

CONTACT WITH OTHERS AND PURPOSE

Regular contact with UJS staff, outside stakeholders, and contractors to gather and assess needs and convey those needs so that IT systems are effective and efficient.

WORKING CONDITIONS

The incumbent works in a typical office environment and occasionally travels statewide.

Created/Last Rev.: April 2013

EEO: 3

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Currently Revised: July 2024

FLSA: Non-Exempt

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COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- SD court rules and statutes;
- court processes, procedures, and business practices;
- case management and court automation processes and systems.

Ability to:

- analyze business practices and recommend solutions to issues;
- work with multiple entities to include SCAO, judges, court personnel, outside stakeholders, contractors, and IT staff;
- provide highly responsible administrative and technical work under minimal supervision;
- work on multiple projects simultaneously;
- exercise independent judgment;
- communicate effectively both orally and in writing;
- 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 or public administration, computer science, or a related field.

Experience:

Two (2) years of experience identifying, documenting, and resolving computer system related issues; or an equivalent combination of related education and experience.

Certification by the Institute for Court Management's Court Management Program is preferred.