

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Business Systems Analyst, Senior
Job Code: 8409
Pay Grade: 69
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Perform professional technology work providing business systems and process analysis and training services to Court staff. The incumbent will document current business processes and procedures, work in association with project teams to determine new and improved ways to accomplish business functions, elicit and document functional requirements specifications, test software applications, document and train personnel on new software applications. This position requires the incumbent to have considerable initiative and independent judgment in managing multiple priorities.

ESSENTIAL FUNCTIONS:

- Conducts analysis of current business procedures and processes for work process or work program improvements.
- Reviews, analyzes, and evaluates current business systems and user needs.
- Consults with users to identify and document current operating procedures and to clarify program objectives.
- Performs analysis of business processes and business-to-system procedures.
- Formulates systems objectives to parallel overall business process strategies.
- Evaluates information systems and operating procedures for efficiency, accuracy and security.
- Reviews current documentation of procedures and/or interviews court employees to determine current, undocumented practices and processes; and gathers customers' business systems requirements.
- Documents a variety of data such as customers' business objectives, workflow data, decision-making junctions, areas of redundancy in information flow, employee roles, assumptions, and statistics on the work performed.
- Develops new approaches to performing work including technology where possible and recommending application changes and/or new software applications.
- Writes software requirements specifications in support of recommendations, user needs and program functions.
- Determines and recommends improvements in current operating standards and implementation of system changes.
- Develops test plans and criteria and performs quality control checks on applications with special attention paid to integration between the software and the business processes.
- Develops customer documentation including quick reference guides, user manuals, and training materials in both manual and electronic formats.
- Develops and presents training programs to court staff on the use of new or modified business processes and technology.

ADDITIONAL RESPONSIBILITIES/DUTIES

- May provide project work direction to team members.
- May perform related duties and projects as assigned.
- Incumbents may be required to work flexible shifts, or be on-call 24 hours per day, 7 days per week.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have skills in planning, coordinating multiple activities, tracking deadlines and results.
- Must have excellent verbal and written communication skills and the ability to communicate effectively with a wide variety of users including judges, court management, and other court staff.
- Must have the ability to work independently and in a team environment.

Preferred knowledge, skills, and abilities to successfully complete the essential functions include:

- Strong computer and analytical skills, presentation skills, organization and time management skills and writing skills.
- Knowledge of court and/or criminal justice business processes and the ability to translate new/modified business needs/requirements from the user community to other IT resources.
- Knowledge of principles and practices of technical business analysis and modeling techniques.
- The ability to create software requirements design documents.
- The ability to create agenda's, lead meetings, and follow-up on action items.
- The abilities to provide support for application and system security; creates, modifies or disables user accounts; verifies user security levels are correct; and generates security reports.
- Skills to perform software regression testing in the Court case management software application.

MINIMUM REQUIREMENTS:

A Bachelor's degree with a major in computer science, management information systems, criminal justice, or a related field and five years of experience in business systems analysis or similar responsibilities; OR any equivalent combination of experience, training and/or education that demonstrates the ability to perform the essential functions of this position.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in a courtroom environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Information Services Manager, Senior. This position performs duties under general supervision and has no supervisory responsibilities.

Business Systems Analyst, Senior

Date: 06/23/04
Revised: 10/07/11; 11/04/12

Approved by: _____ Date _____
Hiring Authority

Director, Human Resources Date _____