

ARIZONA SUPERIOR COURT IN PIMA COUNTY

JOB DESCRIPTION

Job Title: Manager, Business Systems

Job Code: 8107

Pay Grade: 55

FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Supervises and coordinates the analysis, development and integration of new or revised policies and procedures for various administrative and technical business systems. Responsible for the analysis and development of data collection methodologies and processes, and ensuring the quality and integrity of the data collection processes, the data collected, and the reporting of the data.

ESSENTIAL FUNCTIONS:

- Supervises and coordinates the continual analysis of the Adult Probation department's business systems and processes. Business systems information accounts for the department activity regarding work with probationers, community organizations, division staff, officers, and budget information.
- Serves as APETS Database Coordinator including the performance of the Adult Probation Department's Automated Administrative Office of the Courts (AOC) Statistics for funding from the AOC.
- Serves as liaison on behalf of Adult Probation with Administrative Office of the Courts (AOC) regarding the implementation and maintenance of the statewide Adult Probation tracking system (APETS). Oversees and implements new APETS builds for officers and staff.
- Supervises office supervisors of satellite offices regarding operations and personnel issues including policies and procedures.
- Supervises an administrative staff responsible for the support of business systems and data gathering to maintain statistics and generate reports on various probation department activities.
- Serves as a project coordinator on a variety of department wide projects such as the implementation and coordination of the wireless communication systems.
- Analyzes and provides specific data for reports and recommendations to the Chief Probation Officer, the Court Administrator, Department Division Directors, and the Finance Director for Superior Court in order to provide input for budget concerns and personnel staffing issues.
- Serves as liaison with the Treatment and Assessment Screening Center (TASC) that provides contracted drug testing, receives, audits, and approves of billing invoices from TASC agencies.
- Oversees the recruitment, selection, training, performance, and evaluation of the unit's staff. Establishes goals and objectives for office supervisors, and conducts performance appraisals.
- Advises and counsels satellite office supervisors on personnel matters related to policy and procedure interpretation, employee counseling, probation officer and workload issues.
- Coordinates the analysis and documentation of existing processes and systems for possible improvements and recommends new or revised systems as required; provides technical assistance in designing processes for statistical data gathering, recording business activity, and cost accounting reporting.

- Assists in problem solving in areas such as system design, input/output requirements and procedural flow when developing and implementing new/modified administrative systems for data collection and reporting purposes.
- Analyzes and documents business processes as part of software development projects.
- Interviews employees at all levels to analyze policies, work procedures and operational methods for the needs analysis stage of systems development.
- Performs specific tasks in the analysis of policies and practices, prepares reports and recommends alternatives for enhancing operating efficiency and cost savings.
- Assists in determining adequacy of internal controls and makes recommendations for improvements, recommends and implements quality standards, security and system control procedures.
- Participates in the planning, developing, scheduling, and facilitating of training programs for users of administrative and technical business systems.
- Assists with the review and evaluation of computer hardware and software to determine its usefulness and appropriateness as related to existing or proposed administrative systems and statistical reporting.
- Assists with research, including conferring with the information technology division to resolve questions and problems related to computer hardware and software and assists in consulting with and advising department users in the selection and use of computing options.
- Facilitates the planning and scheduling, and overseeing of the implementation of new or modified business/ administrative systems.

ADDITIONAL RESPONSIBILITIES/DUTIES:

- Creates plans for quality assurance such as to define quality goals, and metrics by which systems and the obtainment of department goals can be measured.
- Conducts a variety of performance evaluations such as adherence by systems users to data collection procedures, performance of software tools, and accuracy of statistical reporting.
- Tracks and elevates issues of non-compliance to ensure resolution.
- Assists with the department's major operations purchases and procurement.
- Acts on behalf of the Division Director, in the Director's absence, to supervise staff and activities of the Operations Division.
- Assigns Breathalyzers (BA's) to officers and staff and provides calibration, maintenance, and training of the Intoximeters – Alco-Sensor III breath-alcohol testing devices.
- Provides information and data analysis related to the Arizona Department of Corrections (AZDOC) Cost Recovery Program that returns a percentage of funds for probationers that otherwise would have been revoked to AZDOC.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of the principles and techniques used for business systems analysis, process documentation, and field support services.
- Must have knowledge of the principles and techniques for systems and procedures design and development.
- Must have knowledge of database management tools and how to integrate hardware and software technologies into the design and development of projects.
- Must have strong computer skills, including some knowledge of programming and creating statistical and management reports.

- Must have strong analytical skills and skills in conducting interviews.
- Must have the ability to communicate effectively and facilitate adult learning.
- Must have the ability to work independently or in a team environment and to coordinate the work of others.

MINIMUM REQUIREMENTS:

A Bachelor’s degree in business or public administration, or a related field, and five years experience in business analysis, business research, and statistical/technical reporting, or similar responsibilities in a public, criminal justice or social services work environment. OR any equivalent combination of experience, training and/or education approved by Human Resources. Preference may be given for previous supervisory experience and experience directly related to work performed in the support of probation officer work activity.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver’s license at the time of appointment.

PHYSICAL/SENSORY REQUIREMENTS:

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

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Division Director, Adult Probation. This position performs under general direction from established goals and supervises the work of administrative supervisors and support staff.

Date: 6/23/03
Revised: 02/04/04; 12/08/09; 06/28/10

Approved by: _____
Hiring Authority Date

_____ Date
Director, Human Resources