

BUSINESS SYSTEMS ANALYST

DEFINITION

Under direction, plans and conducts the analysis, design, testing and documentation of new and existing automated systems; works with other business systems analysts, application managers and development teams to achieve business objectives and maintain client satisfaction; performs related work as assigned.

CLASS CHARACTERISTICS

This is the journey-level class in the Business Systems Analyst series, and incumbents are fully competent to independently perform the full range of analysis and design of applications that meet business requirements. Incumbents work on major projects as a part of a team, and may be responsible for smaller projects; serve as a point of contact between client organizations and technical areas to assess, define and document business and technical needs; develop business and systems requirements documents; create detailed specifications, design and document application systems that effectively meet business goals; participate in the development of requirements for systems and user acceptance testing; address new business/system opportunities both proactively and reactively.

Positions in this class may be responsible for support or assisting others in implementing their own business solutions using desktop software products. Depending on the position or project, incumbents may utilize a spectrum of skills, from identification of functional requirements to the implementation of these requirements in systems. This class is distinguished from Senior Business Systems Analyst in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates complex and specialized work.

EXAMPLES OF DUTIES (*illustrative only*)

- Researches, recommends, and applies new technologies appropriate to judicial branch needs.
- Investigates, analyzes, and evaluates project feasibility; develops project cost and benefit estimates; estimates project resource needs for staff and consultants.
- Using standard methodologies, analyzes user operational procedures to develop functional systems requirements, and advises and instructs other staff responsible for such development.
- Develops alternative solutions for business and system development problems.
- Assists with database design and creation of prototypes.
- Develops and maintains system and user documentation and procedures.
- Coordinates and conducts user support and training.

- Works with vendors to resolve software problems and evaluate new products and software tools.
- Prepares comprehensive written analyses of problems and solutions.
- Develops testing criteria, test plans, test scripts and test cases for new system implementations and enhancements, and tracks problems and resolutions.
- Keeps up with current technologies (e.g., reading publications and attending seminars) and applies updates to hardware and software used in the judicial branch.

WORKING CONDITIONS

- Must be able to respond to information systems emergencies.
- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Principles of systems design and development.
- Principles and techniques of systems implementation including conversion, data reconciliation, user training, and documentation.
- Principles of information systems architecture for enterprise-wide systems deployment such as; client/server and multi-tiered, distributed system architecture and principles of design, and internet/intranet based application delivery mechanisms.
- Principles of relational database management systems.
- Software development and workflow modeling tools, languages, and report generators.
- Principles and techniques of program design, testing, and documentation.
- General principles of multiple hardware platforms and the interrelationship of different operating systems.
- General principles of business organizations and operations.
- Principles and techniques of project management.
- Principles and techniques of making effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Conceptualize and integrate systems within an enterprise-wide information systems architecture.
- Design and develop systems that meet organizational business needs.
- Use software development tools, languages, and report generators.
- Prepare formal business requests for various systems products and services.
- Prepare and manage contracts for systems products and services with appropriate Judicial Council staff.
- Develop and track project plans.
- Organize own work, set priorities, and meet critical deadlines.

- Maintain and apply current technical knowledge.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Conceptualize and integrate systems within an enterprise-wide information systems architecture.
- Analyze business problems and develop automation solutions that meet business goals.
- Identify and evaluate alternative solutions, costs, and benefits.
- Develop and execute comprehensive system test plans for all phases of testing.
- Design systems that meet organizational business needs.
- Use software development and workflow modeling tools, languages, and report generators.
- Prepare formal business requests for various systems products and services.
- Develop and track project plans.
- Maintain and apply current technical knowledge.
- Explain technical issues to users and management in a nontechnical manner.
- Communicate effectively in English, orally and in writing.
- Interact, negotiate and influence people effectively at all levels in various judicial branch organizations.
- Prepare effective written materials for purposes of user and system documentation.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree, preferably with major course work in computer science, public or business administration and two years of experience in business or systems analysis, design, operational or system documentation development, and workflow analysis/process re-engineering.

Additional experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of experience.

OR

Two year as a Staff Analyst with the judicial branch in information systems.