

SENIOR BUSINESS SYSTEMS ANALYST-HCRC

DEFINITION

Under supervision, provides lead direction and work review to assigned staff, serves as a consultant, and/or performs complex and specialized work involved in planning and conducting the analysis, design, testing and documentation of new and existing complex 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 lead and/or specialist level in the Business Systems Analyst series. Incumbents may serve in a lead capacity and direct the work of assigned staff, and/or may serve as specialists who work independently and deal with complex and/or sensitive projects. Positions in this class 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.

EXAMPLES OF DUTIES (*illustrative only*)

- Provides lead direction, training, and work review; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection, evaluation, discipline, and other personnel matters.
- 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, instructs, and directs other staff responsible for such development.
- Develops alternative solutions for business and system development problems.

- Coordinates database design and creation of prototypes.
- Uses standard procedures and techniques to coordinate the creation and modification of programs and resolve more complex problems of design, testing, implementation, and support.
- Coordinates the development of, contributes to, and reviews system and user documentation and procedures.
- Coordinates user support and training.
- Resolves complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, database management systems, and various other applications.
- Works with vendors to resolve software problems and evaluate new products and software tools.
- Prepares comprehensive written analyses of problems and solutions.
- Advises concerning system technical constraints, acceptance testing, performance criteria, and complex design issues.
- 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:

- Basic supervisory principles and practices.
- 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.
- Relational database management systems.
- Software development and workflow modeling tools, languages, and report generators.
- Principles and techniques of program design, testing, and documentation.
- Multiple hardware platforms and the interrelationship of different operating systems.
- Principles of business organizations and operations.
- Principles and techniques of project management.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Plan, direct, and review the work of others on a project or day-to-day basis.
- Use initiative and independent judgment within established procedural guidelines.
- 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 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 AOC staff.
- Develop and track project plans.
- Maintain and apply current technical knowledge.
- Resolve complex technical issues.
- Explain technical issues to senior 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 three years experience in business or systems analysis, design, operational or system documentation, 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

One year as a Business Systems Analyst with the judicial branch in information systems.