

## **Business Systems Analyst**

### **JOB FAMILY DEFINITION**

This classification falls within the Business Systems Job Family encompassing a range of work in which incumbents are responsible for providing technical and business process support and analysis for Judicial Council and client court business applications. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

### **CLASS SUMMARY**

Incumbents, as assigned, are responsible for providing technical and business process support and analysis including, but not limited to, defining and documenting business and technical requirements, creating detailed specifications, coordinating change management, developing user training materials, and participation in the user acceptance testing process. Incumbents work independently or as a part of a team, manage moderately complex systems projects, serve as a point of contact between client organizations and technical areas, and address new business/system opportunities.

### **DISTINGUISHING CHARACTERISTICS**

The Business Systems Analyst is distinguished from the Business Systems Coordinator in that the Business Systems Analyst works on projects requiring more technical expertise, provides guidance and/or coordinates complex and specialized work, and handles escalated support issues. The Business Systems Analyst is the primary point of contact between system users and technical staff, and serves as a subject matter expert with basic functional and technical expertise in an application, web properties, and/or associated business processes.

The Business Systems Analyst is distinguished from the Senior Business Systems Analyst in that the latter regularly serves as a project manager for large and/or complex business systems projects, and provides guidance and direction for work assigned to support and/or project teams. The Business Systems Analyst is responsible for smaller and/or less complex projects, system implementations, deployments, and upgrades.

Work of the Business Systems Analyst requires the consistent exercise of discretion and independent judgment, using knowledge, to analyze and interpret information and make recommendations.

**EXAMPLES OF ESSENTIAL DUTIES** *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Serves as a subject matter expert for assigned system modifications; participates in multiple levels of system and application testing; maintains application configurations, including user authorization and authentication; develops training materials and provides formal training for an assigned system.
- Participates in the Software Development Life Cycle process as required; supports the design, development, and implementation of business and technical requirements; maps business processes, use cases, and workflows to support analysis; provides ongoing functional and technical systems support.
- Serves as a project manager for small and/or less complex systems projects in area of expertise.
- Identifies and explores new or alternative technologies as required.

- Develops, enhances, and publishes web content; tracks, collects, and analyzes web analytics to improve effectiveness.
- Serves as a point of contact between system users and technical staff during issue troubleshooting and resolution processes.
- Supports the development of Budget Change Proposals, Requests for Proposals, Statements of Work, and other procurement documentation; evaluates proposals.
- Prepares technical reports and queries; collects, analyzes, and summarizes data; responds to internal and external information requests.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

#### **EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES** *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific business systems tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

#### **MINIMUM QUALIFICATIONS**

##### **EDUCATION AND EXPERIENCE**

Bachelor’s degree, and three (3) years of experience providing technical and business process support and analysis for systems/applications. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

Three years as a Business Systems Coordinator, or two years as an Associate Analyst in the assigned field, with the Judicial Council of California or three years of experience performing the duties of a class comparable in the level of responsibility to that of a Business Systems Coordinator, or two years as an Associate Analyst in the assigned field, in a California Superior Court or California state-level government entity.

##### **LICENSING AND CERTIFICATIONS**

- None

##### **KNOWLEDGE OF**

- Principles and techniques of the Software Development Life Cycle (SDLC);
- Principles and techniques of analyzing and documenting all product life cycle artifacts such as: functional business requirements, business cases, project charters, communication plans, test plans, detailed functional specifications;
- Basic procurement processes as assigned – Request for Proposal, Statement of Work, evaluation methodologies, contracts, and procurement documentation;
- Business systems with multiple modules and business functional areas;
- Business process modeling;
- Integrated system quality assurance methodologies;
- Principles and techniques of creating project resource estimates and budgets;

- Contract management for information technology products and services;
- Basic networking technologies and data structures;
- Principles of web design and best practices for web content management;
- Basic principles of relational databases and database reporting tools;
- Principles of web tools and technologies, connectivity issues, browser issues;
- Principles and techniques of preparing a variety of effective written materials and oral presentations;
- Customer service principles;
- Best practices and emerging technologies in assigned area;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

### **SKILL IN**

- Preparing Software Development Life Cycle (SDLC) documents – functional business requirements, business cases, project charters, communication plans, test plans, detailed functional specifications;
- Project management including developing requirements, determining milestones, and identifying dependencies;
- Determining estimates for resource and budgets;
- Listening and problem-solving;
- Developing business process models, use cases, and workflows;
- Web site design and content management;
- Web site analytics analysis;
- Communicating technical software and hardware issues to non-technical users and management;
- Identifying impacts of configuration and business process changes on other modules and systems;
- Analysis and troubleshooting;
- Customer service;
- Analysis of change management;
- Preparing management reports on systems projects;
- Developing and presenting technical training materials to users;
- System configuration, report, and query development;
- User security administration;
- Maintaining and updating technical documentation and logs;
- Team building and collaboration;
- Facilitating meetings, creating agendas and/or meeting minutes, issues and action tracking;
- Applying initiative and creativity to technical problem-solving;
- Learning new system features quickly;
- Interact, negotiate, and influence people effectively at all levels;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

### **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

**Please note:**

*The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*