STATE OF CALIFORNIA
Judicial Branch
Judicial Council of California

Class Code: 3108
Band/Grade/Subgrade: B24
FLSA Status: Non-Exempt
Established: January 1, 2016
Revised: September 1, 2020

Business Systems Coordinator

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 performing work involving user support, system maintenance, and assistance with business process analysis. This level provides business systems support for Judicial Council and client court business applications. Incumbents generally serve as the first point of contact with users for less complex support issues, serve as a member of a project team with assigned deliverables, and/or independently coordinate small-scale application changes, fixes, and patches.

DISTINGUISHING CHARACTERISTICS
The Business Systems Coordinator contributes to the maintenance, operation, and development of an integrated information system. Incumbents at this level are typically assigned less complex configurations and process analyses. An incumbent may be assigned to work with a higher-level analyst as a second resource on more complex configuration and analysis.

The Business Systems Coordinator is distinguished from the Business Systems Analyst in that the latter works on projects requiring more technical expertise, provides guidance and/or coordinates complex and specialized work, and handles escalated support issues. The Business Systems Coordinator usually serves as a project team participant.

The Business Systems Coordinator serves as a functional liaison with application developers on less complex assignments, but does not perform IT applications programming.

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 the first point of contact for system users with help desk issues and/or tickets; provides basic troubleshooting support and/or escalates requests as required; manages user system access as assigned.
− Coordinates assigned deliverables within a project management team structure; independently coordinates small scale application changes, fixes, and patches.
− Serves as functional contact for technical staff for less complex systems issues; coordinates activities related to development, training, testing, and application use.
− Provides support for various aspects of the Software Development Life Cycle including, but not limited to, project proposals, feasibility studies, research, and implementation activities.
− Documents and logs support incidents and issue resolutions; maintains incident maintenance schedules; serves on incident review teams as assigned; provides status reports for user requests.

– Prepares documents, work instructions, and training materials for end users; schedules and conducts training.
– Stays abreast of new or emerging technologies in area of assignment.
– Provides training to internal and/or external clients in assigned area.
– 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
Four (4) years of business system support experience.

OR

Associate's degree, preferably in computer science or area of assignment, and two (2) years of business system support experience. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

LICENSING AND CERTIFICATIONS
– None

KNOWLEDGE OF
– Principles of business systems analysis;
– Principles and techniques of analyzing and documenting functional business requirements;
– Project management methods, tools, and techniques;
– Assigned business system application;
– Basic principles of relational databases and database reporting tools;
– Basic business process modeling;
– Basic principles and techniques for the System Development Life Cycle (SDLC);
– Basic principles of web technologies, connectivity issues, browser issues;
– Basic principles of technical training, as assigned;
– Specialized equipment related to business system, as assigned;
– 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
– Developing basic business process models;
– Analyzing and documenting functional business requirements;

- Collaboratively working with end users;
- Organizing tasks, meeting deadlines, and prioritizing competing demands within assignments;
- Listening and problem-solving;
- Applying initiative and creativity to technical problem-solving;
- Understanding and interpreting technical information and manuals;
- Learning new system features quickly;
- Maintaining and updating technical documentation and logs;
- Preparing reports;
- Presenting technical training materials to users;
- Providing customer service;
- 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.*