STATE OF CALIFORNIA
Judicial Branch
Judicial Council of California

Class Code: 3109
Band/Grade/Subgrade: C51
FLSA Status: Exempt
Established: January 1, 2016
Revised: September 1, 2020

Business Systems Supervisor

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

This is a professional level supervisory class. Incumbents, as assigned, are responsible for providing day-to-day supervision of three or more Judicial Council staff, including a minimum of two exempt-level staff, engaged in technical and business process support and analysis for Judicial Council and client court business applications.

DISTINGUISHING CHARACTERISTICS

The Business Systems Supervisor class is distinguished from other classes in the Business Systems Job Family in that it supervises three or more Judicial Council staff, including a minimum of two exempt-level staff, and may supervise other staff as assigned. Supervision includes participation in, and/or implementation of, hiring and disciplinary decisions. An incumbent in this position exercises independent judgment over business process decisions for major systems and project delivery as well as budget expenditures.

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.)*

- Supervises the day-to-day operations in support of business systems including business process development, deployment, maintenance, security, training, and operations.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides for training and development; conducts performance evaluations; administers discipline as required.
- Supervises performance testing and quality assurance activities, as assigned.
- Manages, coordinates, assigns, and approves system maintenance, updates, and implementations.
- Manages vendor and outsourcing relationships, as assigned.
- Develops and recommends work processes, procedures, and adoption of new tools and work methods; writes, edits, and publishes process and procedure manuals.
- Develops budgets, expenditure and revenue projections.
- Researches industry standards, best practices, and new or emerging technologies.
- Prepares complex reports, plans, and functional specifications.
- Represents the Judicial Council at meetings related to assigned area.
- Serves as the business systems operations and functional expert.
- Convenes and facilitates/leads meetings; establishes agendas.
- Conceptualizes and formulates potential solutions and/or modifications including system/application design, user interface, and functionality.
- Manages system documentation and user training.

– 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 five (5) years of experience providing technical and business process support, analysis, or project management for systems/applications, which includes at least one (1) year of supervisory experience. *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

One year as a Senior Business Systems Analyst, or three years as a Business Systems Analyst, with the Judicial Council of California or one year of experience performing the duties of a class comparable in the level of responsibility to that of a Senior Business Systems Analyst, or three years as a Business Systems Analyst, in a California Superior Court or California state-level government entity and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

LICENSING AND CERTIFICATIONS

– None

KNOWLEDGE OF

– Supervisory principles, practices, and techniques;
– Business methods, principles, and practices;
– Principles and practices of conflict resolution;
– Complex information systems;
– Release management practices and procedures;
– Principles and techniques of systems implementation and maintenance including conversion, application configuration, security, user training, and documentation;
– Principles and techniques for the System Development Life Cycle (SDLC);
– Principles of business systems analysis and systems integration;
– Principles and techniques of systems support services;
– Modern procurement and contract administration;
– Modern budgeting;
– Advanced business process modeling;
– Quality assurance methodologies;
– Best practices and emerging technologies;
– Applicable work rules and policies; and

- Applicable business equipment and desktop applications.

SKILL IN

- Supervising, monitoring, training, and evaluating staff;
- Coordinating deadlines, prioritizing competing demands, and assigning work;
- Conflict resolution;
- Contract and procurement administration;
- Project management;
- Overseeing the development of routine and complex business process models;
- Highly developed analytical and project management skills;
- Communicating business application technical issues to management;
- Delegating assignments and reviewing the work of others;
- Team building and collaboration;
- Monitoring project schedules, status, and compliance;
- Managing procurement processes;
- Facilitating meetings;
- Listening and problem-solving;
- Summarizing information, preparing and advocating technical recommendations to management;
- 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.