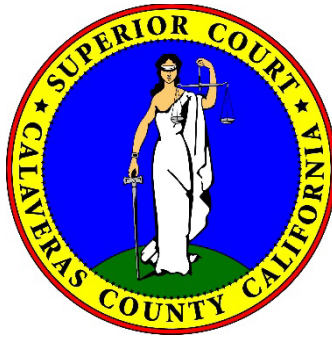


Final Filing Date: Open Until Filled



Calaveras County Superior Court
Invites Applications for the Position of

BUSINESS ANALYST

POSITION DEFINITION:

Under the supervision of the Information Technology Manager, a Business Analyst acts as a case management expert through planning and conducting the analysis, testing, implementing, troubleshooting, monitoring, training, and documentation of new and existing automated systems; assists with court-wide projects; provides support to the Information Technology Manager. Incumbents may work independently or as part of a team and serve as a point of contact for various projects.

DISTINGUISHING CHARACTERISTICS:

This is a confidential, single level, at-will, FLSA non-exempt classification that provides support for the court case management system and other applications with the ability to analyze work volume, establish work standards; facilitates business process documentation; works with court staff to identify needs for modifications to existing systems and/or procedures; tests new and revised applications to ensure accuracy and efficiency.

SUPERVISION RECEIVED AND EXERCISED:

This class receives general supervision from the Information Technology Manager.

QUALIFICATIONS / REQUIREMENTS:

An Associate of Arts degree in computer science or completion of a certificate program that is equivalent to the major course work for an Associate of Arts degree in computer science, engineering, math, business administration or related field; or two (2) or more years of experience in the development and implementation of business processes that included installing and integrating computer applications, software and/or hardware. Additional qualifying experience may be substituted for the education on a year-for-year basis.

EXAMPLE OF DUTIES:

1. Primarily serves as subject matter expert for Case Management System; participates in multiple levels of system maintenance; maintains application configurations, and application testing; Ensures timely resolution of issues reported to vendors and works with user departments to integrate court application systems. Providing solutions with court functions and complying legal requirements.
2. Provides technical support and advises court users on the use of software such as operating systems, word processing, database, or spreadsheets.
3. Coordinates and conducts user training sessions; prepares training plans and outlines; develops training materials; distributes notifications to users regarding system modifications and updates; develops and maintains systems and user documentation.
4. Conducts testing and acceptance of revisions and enhancements to the court application systems through clearly defined test plans, scenarios, scripts, and use cases.
5. Resolves problems referred by supervisory and administrative staff in the Court regarding operating systems software.
6. Recommends and assists in the preparation of formal policies, procedures, and standards in alignment with the Court's goals and objectives.
7. Prepares technical reports and queries; collects, analyzes, and summarizes data.
8. Responds to internal and external information requests.
9. Maintain, develop, and update the Court website.
10. May serve as point of contact between system users and technical staff during issue troubleshooting and resolution process.
11. Prepares correspondence and other written materials.
12. Responds to requests related to janitorial, building maintenance and furniture related requests.
13. Update and maintain COOP (Continuity of Operations Planning System)
14. Performs other duties as assigned.

KNOWLEDGE OF:

1. Case management systems or similar application systems
2. Principles and practices of producing effective project documentation including business functions and desk manuals
3. Time management and organizational skills; project management techniques; techniques for managing change
4. Applicable business equipment and desktop applications
5. Principles and methods of data gathering and presentation
6. Microsoft Windows operating systems (Windows 10+) and Microsoft Office Suites (Office 365+)
7. SQL Server Queries, SQL Report Builder and Power Apps
8. Maintain change management records
9. Use of proper English grammar, punctuation, spelling and usage

ABILITY TO:

1. Apply computer and informational systems technical practices to an office environment;
2. Analyzing user problems, evaluating alternatives, and reaching sound resolution conclusions;

3. Preparing instructional materials, providing training, and evaluating effectiveness of solutions;
4. Provide a variety of end-user support services and respond to case management system requests;
5. Perform data management including backups, archives and distributions;
6. Coordinate support issues in a professional, courteous manner;
7. Maintain equipment inventory and help desk log issues;
8. Demonstrate time management and organizational skills;
9. Communicate clearly and concisely with others in an end user and technical aspect, both orally and in writing;
10. Follow instructions, both oral and written;
11. Demonstrate tact and diplomacy when dealing with the public, other agencies, and fellow employees;
12. Work closely and have a good working relationship with staff in all areas of the Court.