



Business Analyst I

Class Code:
4966

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Revision Date: Jun 17, 2014

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under direction, to document and to analyze existing Court procedures and business requirements for the development and revision of software applications; to support the use of court case management systems and other applications; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

The Business Analyst series include two levels, entry and journey-level classes. The Business Analyst I is the entry-level class that reports to the Information Technology Manager. The Business Analyst I supports the use of court case management systems and other applications through staff and judicial training, application testing and general troubleshooting in conjunction with the Help Desk function. The Business Analyst I is distinguished from the higher-level class of Business Analyst II in that the latter performs journey-level work primarily focuses on evaluating court processes, recommending design and reengineering improvement, and lead implementation of changes.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Ensures that installed automated systems, including role, functionality, efficiency and security are granted to the users to meet their needs; and is responsible for user account administration.
2. Expedites the external agency billing for user accounts in coordination with the Finance Division.

3. Generates a variety of database reports, including but not limited to Staff Allocation Report (7A), salary report and parole revocation calendar report.
4. Prepares a variety of reference materials for different audiences in court support, judicial services, management and operations; and conducts application training.
5. Optimizes the use of desktop applications, including but not limited to MS Office Excel, Word, PowerPoint, Vision, Access (Project) and Adobe Acrobat.
6. Provides second-level customer service by appropriately assessing incoming requests and referring users to the Help Desk Unit as appropriate.
7. Serves as a liaison between information technology professional employees and customers.
8. Coordinates and facilitates user acceptance testing of new or enhanced applications. For example, coordinates the acceptance testing of changes to various case management systems such as DOMAIN, JCMS and TCMS.
9. Receives, assigns and monitors resolution of user problems or other service requests; and answers basic user questions and resolves user problems related to the use and operation of automated information systems.
10. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree from an accredited college or university.

The equivalent paraprofessional experience in a business, court or legal environment, including user support operations, analysis of business, project workflow or legal procedures and case information that included designing and implementing new or re-engineered automated systems or complex business or legal processes may substitute for the education on a year-for-year basis.

And

Experience: (May meet one of two options.)

Option I

Equivalent to four years of full-time experience as Legal Processing Assistant or higher-level class with the Superior Court of California, County of Alameda service.

Or Option II

The equivalent to two years of full-time professional experience in a business, court or legal environment that included user support operations, analysis of business, project workflow or legal procedures and case information, including designing and implementing new or re-engineered automated systems or complex business or legal processes. Experience in at least one legal area, including civil, criminal, family law, juvenile, probate or traffic is desirable.

KNOWLEDGE AND ABILITIES:

Knowledge of legal or business process analysis and problem solving; legal or technical report writing; MS Word, Excel and Outlook; presentation techniques and practices; methods for gathering and documenting information; legal vocabulary; court workflow processes, including operations and courtroom support; court rules and procedures.

Ability to work independently and as a member of a team; analyze and resolve court operational needs and problems; communicate effectively with judicial officers and court staff; learn quality assurance methodology and tools; use business, court or legal applications; develop and facilitate training of individuals and groups; develop and execute a test plan; and establish and maintain working relationships with judicial officers, court employees and managers; evaluate applications in various stages of development, deployment and enhancement from the user's perspective; write and modify technical and user documentation; communicate on technical issues with individuals with varying degrees of computer familiarity; use various software applications; instruct others in the use of computerized information systems; develop and facilitate training to individuals and groups; organize, prioritize and coordinate multiple tasks to meet deadlines.

Physical Demands:

Physical demands include walking, standing, sitting and climbing up and down stairs; strength, dexterity, coordination and vision to use a keyboard and video display terminal; hearing, listening and speaking to communicate with the public and court staff; dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials; moving from place to place within an office or other court locations; and reaching from items above and below desk level. The job requires travel by car or public transportation.

Working Conditions:

Video display terminal is used on a daily basis. Attend meetings, responds to email, and engage in work as needed outside of normal business hours. May be required to travel as necessary.

CLASSIFICATION HISTORY:

Date established: 4/30/14