

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Business Systems Analyst, Senior
Job Code: 8409
Pay Grade: 69
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Perform professional technology work providing business systems and process analysis and training services to Court-wide staff. The incumbent will document current business processes and procedures, work in association with project teams to determine new and improved ways to accomplish business functions, elicit and document functional requirements specifications, test software applications, document and train personnel on new software applications. This position requires the incumbent to have considerable initiative and independent judgment in managing multiple priorities.

ESSENTIAL FUNCTIONS:

- Conducts analysis of current business procedures and processes for work process or work program improvements.
- Reviews, analyzes, and evaluates current business systems and user needs.
- Consults with users to identify and document current operating procedures and to clarify program objectives.
- Formulates systems objectives to parallel overall business process strategies.
- Evaluates information systems and operating procedures for efficiency, accuracy and security.
- Reviews current documentation of procedures and/or interviews court employees to determine current, undocumented practices and processes and gathers customers' business systems requirements.
- Documents a variety of data such as customers' business objectives, workflow data, decision-making junctions, areas of redundancy in information flow, employee roles, assumptions, current constraints, and statistics on the work performed.
- Develops new approaches to performing work including technology where possible and recommending application changes and/or new software applications.
- Writes software requirements specifications in support of recommendations, user needs and program functions.
- Determines and recommends improvements in current operating standards and implementation of system changes.
- Develops test plans and criteria and performs quality control checks on applications with special attention paid to integration between the software and the business processes.

- Develops customer documentation including quick reference guides, user manuals, and training materials in both manual and electronic formats.
- Develops and presents training programs to court staff on the use of new or modified business processes and technology.

ADDITIONAL RESPONSIBILITIES/DUTIES

- May provide project work direction to team members.
- May perform related duties as required.
- Incumbents may be required to work flexible shifts, or be on-call 24 hours per day, 7 days per week.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of principles and practices of technical business analysis and modeling techniques including Unified Modeling Language (UML) and use case development.
- Must have knowledge of the principles and practices of multi-tier architectural software development processes and design techniques.
- Must have knowledge of technology and software systems and computer operating systems such as Windows NT, 2000, XP, Linux, and Netware.
- Must have strong skills throughout the entire software development lifecycle, including analyzing, designing, coding, testing, debugging, implementing and support activities.
- Must have skills in software project management including planning, coordinating multiple activities, tracking deadlines and results.
- Must have the ability to communicate effectively with a wide variety of users including judges, court management, and other court staff.

MINIMUM REQUIREMENTS:

A Bachelor's degree with a major in computer science, management information systems, or a related field and five years of experience in business systems analysis or similar responsibilities. OR any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to an Information Services Division Manager. This position performs duties under general supervision and has no supervisory responsibilities.

Date: 06/23/04
Revised: 04/08/09, 4/20/09; 08/05/09; 11/12/12

Approved by: _____ Date _____
Hiring Authority

Deputy Director, Human Resources Date _____