



Business Analyst II

Class Code:
5001

Bargaining Unit: Alameda County Management Employees
Association

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Sep 1, 1998
Revision Date: Sep 25, 2016

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; and to perform other related duties as assigned.

DISTINGUISHING FEATURES

This is the journey-level position of the Business Analyst series. The Business Analyst II provides support for court case management systems and other applications; facilitates business process documentation; works with court staff to identify needs for modifications to existing systems or development and/or implementation of new systems; and tests new and revised applications to ensure accuracy and efficiency. The Business Analyst II is distinguished from the lower-level class of Business Analyst I in that the latter is an entry-level position of the Business Analyst series.

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. Facilitates court workgroups to gather information regarding application requirements.
2. Documents court business rules, functions and requirements for application development in connection with requirements gathering; initiates and obtains consensus in standardizing court procedures, work flow, forms, format, content and usage.
3. Acts as a liaison between the court community and the technical team; educates the technical

team on the required functions and provides feedback regarding the proposed technical solutions.

4. Tests applications from the user's perspective as applications are initially developed or as the functions are changed; and coordinates and facilitates court acceptance testing of new or enhanced applications.

5. Assists the court in identifying potential and required changes to business practices and procedures; assists the court in analyzing and determining how existing jobs and workflow will change; defines strategies for the transition from old to new procedures where necessary; advises and assists court personnel in the transition to new applications.

6. Prepares written descriptions of application changes, procedures and training materials for judges and court staff; serves as a trainer for judges and court staff regarding applications; and demonstrates systems to the general court community.

7. Provides end-user support; tracks reported user problems and resolves them when possible; refers problems to appropriate production support unit staff member; and oversees tracking of requests for system enhancements.

8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

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

Additional experience in a business, court or legal environment that included extensive analysis of either 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:

Option I

Two years of full-time experience equivalent to or higher than the positions of Court Supervisor or Division Chief within the Superior Court of California, County of Alameda service.

Or Option II

The equivalent to three years of full-time professional experience in a business, court or legal environment that included extensive 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. 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 to gather information on application requirements; legal process activities and courtroom operations; court rules and procedures; concepts and their impacts and relationships to automated system functionality; system testing approaches; and business, court or legal applications.

Ability to work independently and as a member of a team; analyze and resolve court operational needs and problems; apply legal requirements, policy and program requirements to system functionality; understand impact of system processes on system performance; read, interpret and apply complex technical material; understand the relationship among multiple interrelated systems; 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; prepare oral and written presentations; organize, prioritize and coordinate multiple tasks to meet deadlines; and establish and maintain working relationships with staff, judges and court personnel.

CLASSIFICATION HISTORY:

Date established: 9/98

Date revised: 1/01, 2/2/2010; 1/31/2012; 8/29/2016; 8/8/2019 (updated Division Chief I to read Division Chief due to prior negotiation)-CE