



IT Business Solutions Manager

Class Code:
4889

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Sep 1, 1998
Revision Date: Jul 19, 2018

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general direction, plans, organizes and supervises the work of the incumbents assigned to the Business Analyst classification. The Business Analyst team is responsible for business process reengineering, requirements gathering, design, development, implementation and maintenance of applications and technology solutions; support of the Court's mission and business, operating and judicial objectives; supervises ongoing maintenance and support for new and installed Court Case Management Systems applications; coordinates and works closely with internal and external stakeholders and partners in ensuring sound, efficient technology solutions to meet the Court's needs. Performs other duties as required.

DISTINGUISHING FEATURES

The IT Business Analyst Manager is a single position classification that reports to the Director, Office of Information Technology and is responsible for the supervision of Business Analyst staff within the Business Applications Unit. The position in this classification is responsible for exercising judgment, influence and expertise to formulate and execute operational business process requests, legislative policies and programs within the Court's Case Management in support of organizational goals and objectives. The IT Business Analyst Manager is responsible for supervising professional and technical staff engaged in assigned areas of design, development, implementation and maintenance of a wide variety of applications software, systems or end user/work station support to meet Court business, operating and judicial service requirements.

Incumbents are expected to build and maintain strong customer-focused relationships with court directors, supervisors, and managers and executives, judicial officers, other justice agencies and the Administrative Office of the Courts. Incumbents lead and/or participate in the evaluation of new technologies, tools, standards and frameworks to ensure optimal processes and products. The IT Business Analyst Manager is distinguished from Information Technology Manager class in that incumbents in the latter class report directly to the IT Director and are responsible for planning, organizing, overseeing and managing multiple work sections providing comprehensive

technology services.

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 may not necessarily perform all listed duties.

1. Develops an overall schedule of activities and resources required to perform the functions of the unit; develops estimates of task duration and required resources; compiles reports of the unit's plans, progress, and utilization of resources and projections of future usage; alerts the Director of possible project risks, problems and recommended solutions.
2. Manages the gathering and documentation of Court business rules, functions and requirements for systems analysts and application developers; establishes performance standards for unit personnel; oversees training of new analysts; selects and evaluates staff.
3. Supervises the work of the business analyst team and provides overall direction for the day to day activities of the unit; ensures that staff have adequate resources to perform their duties; and ensures that assigned operations and activities comply with organization goals and objectives.
4. Facilitates Court workgroups to gather information regarding application requirements and to recommend modifications to current Court procedures and develops new procedures to fully utilize automation capabilities of the application; initiates and obtains consensus in standardizing where possible Court procedures, work flow, forms format, content and usage and other correspondence; advises and assists Court personnel in the transition to new applications.
5. Develops written procedures and training materials for judges and Court staff; coordinates training for all judges and Court staff; demonstrates systems to the general Court community.
6. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
7. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education

Possession of a Bachelor's degree from an accredited college or university in a field related to court administration.

And

Experience

The equivalent to five years of full-time court administrative and/or management experience that included experience with filings, courtroom activities, procedures and rules.

KNOWLEDGE AND ABILITIES:

Knowledge of legal process activities and courtroom operations; Court rules and procedures; project management techniques and procedures; personnel management and supervision; business process analysis and problem solving; budget techniques and practices; technical report writing; Court computer applications and personal computer technology; presentation techniques and practices; business re-engineering concepts and principles.

Ability to work independently and as a member of a team; prioritize work and meet project schedules; analyze and resolve Court operational needs and problems; communicate on technical issues with individuals with varying degrees of computer familiarity; instruct others in the use of computerized information systems; determine user training needs; develop group training materials; prepare oral and written presentations; establish and maintain working relationships with staff, judges and Court personnel.

CLASSIFICATION HISTORY:

Date established: 9/98

Revised: 1/01, 7/18