October 2018
FLSA: I:NON-EXEMPT
II:EXEMPT
CLASS CODE : I : 90215
II : 90315

IS BUSINESS ANALYST I/II

DEFINITION

Under general supervision, performs complex and technical systems maintenance, operational duties, and/or modification of application systems; serves as a liaison between system users and information technology staff, vendors, and service providers; provides technical and analytical support and training to system users; performs system administration functions to ensure security and effective operation; develops and maintains a variety of automated files, records, and databases; prepares and distributes new procedures, training materials, and a variety of scheduled and adhoc reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

IS Business Analyst I: This is the entry-level class in the IS Business Analyst series. Employees at this level have the authority to adapt specific application system procedures and activities to meet the needs of the functional area assigned. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and exercise less independent discretion and judgment in matters related to work procedures and methods. As experience is gained, incumbents gain full knowledge of concepts, practices, procedures, and policies of assigned function and assignments become more varied and are performed with greater independence.

IS Business Analyst II: This is the journey-level class in the IS Business Analyst series responsible for serving as a liaison between system users and information technology staff, vendors, and service providers. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of the assigned function. This class is distinguished from the Information Technology Manager in that the latter has overall responsibility for all programs, operations, activities, and services of the Court's Information Technology department.

This classification series is distinguished from the Applications Development and Support class series in that the latter classes have primary responsibility for the technical aspects of system design, construction, modification, and maintenance, whereas incumbents in the Business Analyst class series are responsible for the conceptual and operational aspects of adapting information systems to business needs and communicating those needs to information system professionals, which requires that incumbents possess broad and detailed knowledge of department policies, programs, and practices.

Positions in the IS Business Analyst class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring two (2) additional years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have three (3) years of prior related experience that allows the employee to meet the qualification standards for the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the functions of the job.

- Participates in the modification of existing systems and/or the implementation of new systems by developing, writing, and disseminating procedures that utilize new or changed system applications and by evaluating system modifications in response to operational, program, and/or regulatory changes.
- Receives requests for assistance related to the use of department and/or program systems and software applications; determines severity of problem and resolves or refers to appropriate personnel or vendor for resolution.
- Participates in a variety of system user and work groups to identify user needs and operational, programmatic, and/or regulatory changes affecting application requirements and other related issues.
- Coordinates and directs the work of software vendors to identify and resolve programming and other operational problems; coordinates the scheduling of corrective patches and upgrades between vendors and staff; interacts with vendors, external agencies, auditors, or other staff to obtain requested data or special reports.
- Provides or arranges for the training of staff on the information systems used by the department and/or program; requests adhoc reports.
- Develops and executes system test plans to ensure application performance conforms to specifications; modifies technologies to correct errors and optimize system performance and cost-effectiveness.
- Stays abreast of current trends and developments in system applications and technologies; serves as a technical expert on assigned committees.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Prepares and tracks requests to information technology staff, vendors and/or service providers for routine system changes and reports.
- Performs related duties as assigned.

QUALIFICATIONS

IS Business Analyst I

Knowledge of:

- Various information technology platforms and operating systems.
- Principles and practices used in the analysis and development of procedures and information systems associated with assigned operational and/or program area.
- Principles of relational database management and systems integration analysis and programming.
- Principles and practices of programmatic analysis and report preparation.

- Information systems and data processing concepts.
- Principles and practices of contract and vendor relationship management.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with users, vendors, external agencies, and Court staff.

Ability to:

- Learn department and Court systems, policies, programs, and practices related to information systems.
- Provide technical and analytical support to users of department systems and applications.
- Learn to and communicate with department personnel to identify and translate information needs into system requirements.
- Learn to and communicate business information system needs to system vendors for the design, development, and/or enhancement of system applications.
- Assist end users on a wide variety of system issues, evaluate alternatives, and make and implement sound recommendations.
- Assist in developing materials and present effective training programs; train users in the assigned application systems.
- Evaluate the effectiveness of newly developed systems and/or applications.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Prepare clear, concise, and accurate documentation, instructions, correspondence, and other written materials.
- Organize work, set priorities, and meet critical deadlines.
- Learn, interpret, apply, explain, and ensure compliance with applicable Court standards, policies, and procedures related to assigned area of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Communicate effectively, orally and in writing, with both technical and non-technical personnel.
- Establish and maintain effective working relationships with those contacted in the course of the work.

IS Business Analyst II *(In addition to the qualifications for the IS Business Analyst I)*:

Knowledge of:

- Principles and practices used in adapting information systems to business needs and communicating those needs to information systems professionals and vendors.
- Department and Court systems, policies, programs, and practices related to information systems.
- The organization, operation, and functions of the department and Court as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Ability to:

- Communicate with department personnel to identify and translate information needs into system requirements.
- Communicate business information system needs to system vendors for the design, development, and/or enhancement of system applications.
- Conduct research projects on a wide variety of software and systems issues, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Research, develop, and recommend cost-effective technical system improvements.
- Develop and implement comprehensive computer operations-related projects and training programs.
- Participate and/or lead focus groups or working sessions to establish new processes or technical design for improvement.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

IS Business Analyst I and II: Equivalent to graduation from a four-year college with major coursework in public administration, business administration, information systems, or closely related field. Additional related experience may substitute for education requirement on a year-for-year basis, up to four (4) years.

IS Business Analyst I: One (1) year of experience in a position that would provide knowledge of department-specific programs, processes, and/or operations.

IS Business Analyst II: Three (3) years of responsible experience in a position that would provide knowledge of department-specific programs, processes, and/or operations, including at least one (1) year of experience in the planning, implementation, oversight, and/or utilization of automated information systems and applications used to support departmental activities.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff when providing applications system support.