

## **INFORMATION SERVICES SYSTEMS ANALYST**

### **DEFINITION:**

Under general direction of the Information Services Manager, this professional level position provides support, training, and analysis of justice system needs, provides automated information systems to support those needs, and performs related duties as required.

### **EMPLOYMENT AT WILL:**

The Information Services Systems Analyst classification is established as an “at will” position and, as such, the incumbent serves at the pleasure of the Court Executive Officer. The Court Executive Officer has the right to terminate the employment of any incumbent in the position of Information Services Systems Analyst at any time, with or without advance notice, and with or without cause.

### **DISTINGUISHING CHARACTERISTICS:**

This is a single incumbent position that is responsible for a full range of assigned database, system and software duties. The Information Services Systems Analyst is also responsible for training and project management.

### **REPRESENTATIVE DUTIES: (Illustrative Only)**

1. Provides analysis, design, configuration, testing and maintenance of the court’s application software systems to ensure optimal operational performance.
2. Trains and instructs staff and judicial officers on system procedures and related business processes; devises new work methods; prepares training exercises and Quick Reference Guides for distribution. Answers user questions and resolves user problems related to the use and operation of court application software systems.
3. Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures that the application software systems meet user needs through various system updates.
4. Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training.
5. Identifies opportunities for improving business processes through information systems and/or non-system driver changes; assists in the preparation of proposals to develop new systems and/or operational changes.
6. Reads and interprets application software systems and functional technical literature and translates in terms understandable to the end-users.
7. Researches and prepares statistical reports using data from court computer systems and internal surveys. Consolidates information into cohesive and understandable correspondence or other written form for use in management decision-making.
8. Plans, schedules and conducts user acceptance testing of system updates. Organizes testing plan, assigns duties, directs staff, and tracks progress.

9. Acts as liaison between the Administrative Office of the Courts, product vendor, California Court Technology Center, and other courts as it relates to the application software systems.
10. Assists the Information Technology department on special projects.
11. Answers user questions and resolves user problems related to the use and operation of application software systems.
12. Serves as representative of the Court interfacing with Justice Partners and actively participating on committees in the local and interagency level.

## **QUALIFICATIONS:**

### **Knowledge of:**

- Application software including presentation, spreadsheet, flow charting and word processing applications.
- Methods of developing business process specifications.
- Procedures and methods for testing business functions within computer systems.
- Principles and practices of producing effective project documentation including business functions, desk manuals, and configuration documentation.
- Principles, practices and techniques of customer service.
- Statistical methods, group decision making processes, project team development, facilitation techniques, methods and techniques in conducting analytical studies and systematic approaches to problem solving.
- Time management and organizational skills.
- Project management techniques.
- Techniques for managing change.
- English grammar, punctuation, spelling and usage.

### **Ability to:**

- Perform duties independently under general, minimal supervision within specific assignments.
- Read, comprehend and interpret complex technical reference and training manuals and procedures.
- Research, analyze and make recommendations on administrative, management and procedural practices and other complex business problems.
- Comprehend court procedures and processes and incorporate into automated systems.
- Apply creative thinking in the use of application software systems and development of business processes.
- Write logical, comprehensive, concise reports and correspondence.
- Communicate effectively orally and in writing using language understandable to management and employees.
- Acquire subject matter expertise in the functions and activities of the department or other assigned work unit, including applicable laws, rules, regulations, procedures and technical operations.
- Establish and maintain effective and cooperative working relationships.
- Read and interpret legislation, make recommendations, and implement requirements as it affects the court's application software systems.
- Use troubleshooting and analytical skills.

- Utilize time management skills and multi-tasking capabilities.
- Develop and document business and processes, functions and procedures.
- Handle multiple and parallel projects.
- Effectively represent the unit to other courts, agencies and the public.

**Preferred Qualifications:**

Knowledge of (can develop on the job):

- Court case management systems.
- Relational databases or SQL.
- Principles of court and/or public administration, organization and management, business information systems and practices.

**EDUCATION AND EXPERIENCE:**

To qualify for this classification an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

- Bachelor’s degree in computer systems analysis, business administration, public administration or related field, and two years experience in computer applications and systems analysis, or project management of software systems.
- Additional advanced journey level or higher experience may be substituted for the required education on a year-for-year basis.

**Other Requirements:**

Possession of a valid Driver’s License;

**Miscellaneous Requirements:**

Candidates are required to pass a fingerprint clearance by the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ)

**Working Conditions:**

Work is performed in an office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent’s working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

<b>Classification Status</b>	PL
<b>Representation Unit</b>	None
<b>FLSA</b>	Exempt
<b>Established</b>	07/01/2006
<b>Revised</b>	02/13/2014
<b>Previous Title</b>	Court Case Management Coordinator

General sign-off: The employee is expected to adhere to all Court policies.

I have read and understand this explanation and description of the classification.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_