

VERMONT JUDICIAL BRANCH
BUSINESS SYSTEMS ANALYST

Court: Court Administrator's Office

Supervisor: Varies

Job Code: 01430J

Exempt/Non-exempt: Non-exempt

Pay Grade: 23

Union Eligible: Yes

PURPOSE:

Business and operational systems analyst work for the Vermont Judiciary. Research, evaluate, and document business processes, procedures, systems, and user requirements. Use process documentation to configure automated case management system. Identify opportunities to address problems or enhancements associated with court operational processes/systems to take advantage of new automated capabilities. This includes instructing, coordinating, and monitoring work involving operational processes across the courts.

ESSENTIAL JOB FUNCTIONS:

- Works with committees and teams composed of Subject Matter Experts, technology staff, education staff, and VCase project staff to provide support in documenting and configuring the court processes within the case management system.
- Works with court operations and administrative staff to document and implement operational and information procedures and policies, writing clear and consistent training guidelines and/or documentation to assist all system users.
- Serves as the initial source of operational assistance from the functional perspective. Acts as a liaison among stakeholders in order to understand the structure, policies and operations of the organization.
- Assists in integration and acceptance testing and ensures that court staff have adequate training necessary to participate in testing.
- Assists in the development and delivery of instruction and assists with ensuring that system users follow judicial best practices.
- Evaluates the delivery of technical assistance, training services, and ongoing documentation needs and makes recommendations regarding user needs.
- Helps identify areas of weaknesses and provides support and instruction to strengthen these areas ensuring data and system integrity.
- Provides ongoing instruction and help-desk support to system users.
- Configures the case management system and documents court processes.
- Develops custom reports to meet the minimum requirements of management and staff.
- Monitors business processes for case management systems utilization to ensure appropriate and efficient use of systems and applications.
- Audit case management system entries by end users and take remedial action as deemed appropriate to ensure data integrity and completeness.
- This position is responsible for all duties defined and other duties as assigned such as training other employees.

- The job entails the operation of various types of electronic equipment and new equipment may be introduced at any time.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs related duties as required.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: Bachelor's degree, preferably in education, judicial administration, business administration, instructional technology or informational technology. Note: Additional work experience may be substituted for the Bachelor's degree on a six months for semester basis.

Experience: Four years at a functional and/or operational level in court case management. See the special note below regarding preferred qualifications.

Special Note: Additional work experience and/or specialized training in the following areas of preferred qualifications may be substituted for the court case management experience. This substitution must be expressly requested in the applicant's cover letter with sufficient detail and specificity to support this request.

Preferred Qualifications include: Extensive experience with documentation writing, curriculum design and evaluation, and/or educational delivery. Considerable knowledge with standard business process reengineering methods, procedures and methods required to develop and maintain databases, and/or extensive experience with information technology including manipulation of databases and complex spreadsheets for the production of reports.