

COURT COMPUTER BUSINESS ANALYST

DEFINITION

Under direction, to analyze Court business and develop applications for computerized methods; to work closely with Court judicial officers, management, and staff in the development of computer applications and the testing and modification of newly developed applications; to develop test data and debug programs; to provide a variety of assistance and guidance for Court computer users; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification for the development of computer applications, conversion of business applications to computerized methods, and the performance of professional computer programming work. This class is distinguished from Court Computer Applications Programmer in that work assignments involve working more with the computer user in the development and conversion of general Court business to data processing and conducting formal user testing of newly developed software applications. A Court Computer Applications Programmer's responsibilities are mainly in the area of writing program code and testing and debugging programs.

REPORTS TO

Court Computer Systems Manager.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Works with Court judicial officers, management, and staff to develop new software applications and convert Court business to computerized methods; develops programming specifications and requirements for program code development; may work closely with software consultants in the development of software applications; provides support for the Information Technology Group management staff in the long range development and use of data processing resources; works with users in the testing, debugging, and modification of newly developed software, establishing methods for program testers to transmit problems and concerns to the Information Technology Group; prepares flow charts, operations manuals, and procedures manuals for use by software users; conducts feasibility studies to determine the efficiency and practicality of converting

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business applications to computerized systems; may work with users in troubleshooting and correcting software problems associated with fully developed applications; plans, develops, and prepares Court computer training programs and class curriculum for training activities; provides training and guidance for computer class instructors; develops and maintains quick reference guides for users of Court computer software; tests and learns new software for use by Court staff; works with users to develop software solutions for work needs; responds to and provides assistance with a variety of user problems; prepares and develops technical computer system documentation and user manuals; installs and configures new software; performs Court Intranet document development; conducts formal training sessions and classes, when necessary; analyzes user needs and problem areas to develop training curriculum content; provides a variety of direct assistance and guidance for users of computer equipment and software, including providing help in "troubleshooting" and resolving problems; conducts studies to determine the effectiveness of training programs; performs a variety of special assignments as directed.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office and computer training center environment; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Functions of the Superior Court of California, County of San Francisco.
- Production capacities and general capabilities of data processing equipment.
- Systems analysis, development of software applications, and conversion of business requirements to computerized systems.
- Research and information gathering techniques.
- Computer program testing, debugging, and modification techniques.
- Statistical methods and analysis.
- Development of technical system documentation and comprehensive user manuals.

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Ability to:

- Analyze Court business functions and operations and convert them to computerized methods and systems.
- Work closely with Court judicial officers, management, and staff in the development, modification, and testing of computer software applications.
- Provide work coordination, training, and guidance for training staff.
- Plan, organize, and prepare computer training course content and materials.
- Conduct formal computer training sessions for Court staff.
- Prepare technical computer system documentation and comprehensive user manuals.
- Perform a wide variety of analytical work.
- Assist computer users with resolving software problems.
- Organize and present ideas and recommendations both orally and in writing.
- Organize and conduct surveys and develop analyses of user needs.
- Organize statistical and narrative information in a clear, concise manner.
- Prepare comprehensive, clear reports.
- Effectively represent the Superior Court of California, County of San Francisco and the Information Technology Group in contacts with computer users and others.
- Maintain confidential information when required by legal or ethical standards.
- Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two years of responsible work experience in systems analysis and business application development.

Completion of formal advanced education and courses in Data Processing and closely related subjects is highly desirable.

Special Requirements:

An incumbent may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are "at will" employment at the pleasure of the Judges of the Superior Court of California, County of San Francisco.