

INTERNAL/EXTERNAL

ADMINISTRATIVE OFFICE OF THE COURTS

POSITION ANNOUNCEMENT #23-166 (REPOST)

Location	Position Available	Salary Range	Closing Date
Administrative Office of the Courts (Concord)	Senior Business Systems Analyst	\$69,576-\$102,395 Labor Grade: 42	Applications accepted until position filled.

The normal work day for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal work day may be adjusted based on business needs.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the collective bargaining agreement.

IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE

- Step 1:**
- Print application from the *HR Job Postings* page on the website <https://www.courts.nh.gov/sites/g/files/ehbemt471/files/documents/2021-04/nhjb-2099-dfps.pdf>

(Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

- Step 2:**
- e-mail application to: applications@courts.state.nh.us
 - or fax application to: (603) 513-5454
 - or mail application to: Administrative Office of the Courts
Human Resources Department
One Granite Place, Suite N400
Concord, NH 03301

(At any time we may have more than one position vacant in the court system. Your application may not be considered if you fail to note a specific position on your application.)

JOB DESCRIPTION

GENERAL SUMMARY

The Senior Business Systems Analyst is a regular, full-time position working in the Administrative Office of the Courts, subject to the sufficient and continued funding of the Judicial Branch by the Legislature. This position leads business process development, redesign, quality assurance, and oversight of improved court processes, procedures and practices following the NH Judicial Branch Systems Development Methodology (SDM) and implementation of commercial off-the shelf ("COTS") software and other related integrated systems. This position reports to the eCourt Project Manager or designee.

Employees in this position may be required to travel during the regular course of business and is subject to transfer or reassignment at the discretion of the Director of the Administrative Office of the Courts.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform tasks other than those specifically presented in this description.

- Develops business requirements, design, test plans, and documentation; performs testing and implementation of complex systems with assigned Judicial Branch staff.
- Facilitates Joint Application Design sessions with business users, vendors, technical staff, and other project stakeholders.
- Leads test planning and design, test execution, quality assurance reporting and defect remediation via root cause analysis.
- Works closely with COTS product vendors to translate business, functional, and non-functional requirements into system configuration specifications.
- Develops functional design deliverables such as systems specifications, new process flows, software configuration, system implementation and similar documents related to design of COTS software systems.
- Evaluates COTS solutions; performs and documents fit gap identification and fit-gap resolution analysis.
- Performs software configuration activities for implementing new COTS software and software updates to existing COTS products.
- Provides first line support to users by analyzing and debugging systems errors and problems and works with technical staff and users to facilitate solutions.
- Uses automated software development life cycle tools and templates to document and manage assigned project activities.
- Performs other related duties, as required.

DESIRABLE QUALIFICATIONS

Education and Experience

- Graduation from a four-year college or university with at least fifteen (15) credit hours in the field of computer sciences. Each additional year of approved formal education may be substituted for one year of required work experience.
- Five years' relevant work experience or any equivalent combination of education and experience as a Business Systems Analyst associated with a late generation medium or large scale on-line, integrated computer system similar to that used by the Judicial Branch; at least two years of which shall have been involved with quality assurance. Comparable systems would include record management systems, HRIS, ERP, CMS
- Prior work experiences on justice/judicial related projects and/or a working knowledge of legal concepts a plus, but not required. Working knowledge of Odyssey and/or TurboCourt highly desirable. Familiarity with NIEM, XML, SQL, Microsoft DevOps and SharePoint desirable but not required.
- Each additional year of approved work experience may be substituted for one year of required formal education.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

Licenses of Certifications

- Valid driver's license.

OTHER JOB REQUIREMENTS

- Successful completion of a background check, including a criminal records check and motor vehicle records check.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledgeable in:

- Project management processes, systems development methodologies, and business process improvement best practices.
- Software quality assurance processes and best practices.
- Software development methodologies and standards.
- Demonstrated planning, time-management, and organizational skills with the ability to complete assignments on time without prompting.

Skilled in:

- Business process design for complex information systems.
- Business systems analysis with COTS software systems.
- Problem-solving and critical thinking.
- Effective communication and interpersonal skills.

Ability to:

- Recognize and define problems, analyze data, develop, recommend, and/or implement solutions, and evaluate outcomes.
- Translate complex IT issues into understandable business terms and concepts.
- Seek opportunities to improve processes and procedures.
- Work with diverse constituencies such as judicial, professional, administrative, and technical staff.
- Work as a collaborative team player committed to the collective success of their project teams and to the mission of the NH Judicial Branch.
- Travel in State of NH, as required.

DISCLAIMER STATEMENT

This position description represents general duties and is not intended to list every specific function of this position.

07/31/2023

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