

**Alaska Court System
Class Specification**

COURT BUSINESS ANALYST II

Range: 16

EEO4: 02

SOC: 15-1211

Class Code: C3457

Definition:

Under direction, a Court Business Analyst II assists with the management, development, and statewide implementation of the eFile systems within the Alaska Court System. The incumbent conducts research, provides training, develops guidelines, administers support, and recommends ways to implement positive changes within the eFile systems.

Distinguishing Characteristics:

Court Business Analyst II is the full working level of the Court Business Analyst series. Incumbents perform administrative functions requiring a high level of understanding of the eFile systems as well as court system policies and procedures. They develop solutions to improve the efficiency of court-related procedures related to the eFile systems.

Supervision Received: A Court Business Analyst II works independently and receives periodic supervision. Methods of performing assignments are generally left to the judgment of the employee with the supervisor available for assistance if needed. Work is typically reviewed upon completion.

Supervision Exercised: A Court Business Analyst II is not typically assigned supervisory duties but may assist in the training of lower level Court Business Analysts.

Independent Judgment: A Court Business Analyst II performs duties that require a high degree of independent judgment to analyze the eFile and court procedures, recommend solutions to problems, and develop modifications to CMS procedures.

Examples of Duties:

Research and analyze court functions at each court location in preparation for the implementation of the eFile systems.

Analyze data from the court's electronic case management system and document management system.

Identify and recommend changes to the eFile systems, court policies, rules, and forms where needed.

Review local court functions and procedures for compliance with court system rules, policies, and procedures. Work with the Clerk of Court and/or the Rural Court Administrator to recommend and implement immediate changes in procedures where appropriate.

Identify changes to workflow where needed, recommend constructive and efficient solutions, and develop a plan for implementation.

Prepare and update training materials related to the eFile systems.

Communicate with stakeholders impacted by the eFile systems and respond to requests for information.

Request modification and development reports as needed. Make constructive suggestions and plans for improvement based upon the data in these reports.

Provide long distance training and assistance to court staff.

Identify where workspace and hardware changes are needed and work with participants to facilitate the necessary changes.

Travel to courts as needed to observe local procedures and provide training.

Act as a troubleshooter, answer questions, or refer staff to the appropriate source for information.

Knowledge, Skills, and Abilities:

A Court Business Analyst II requires knowledge of:

- Common desktop computer applications such as Word, Excel, and Outlook.
- The Alaska Court System case management and eFile systems.
- The Alaska Court System policies, procedures, and rules.

A Court Business Analyst II requires skill in order to:

- Troubleshoot problem areas and show the appropriate degree of flexibility in problem solving.
- Provide appropriate training to eFile users.
- Analyze issues and develop solutions.

A Court Business Analyst II requires the ability to:

- Work effectively with others and maintain cooperative working relationships.
- Communicate clearly, concisely, and effectively with team members and end users.
- Identify issues, analyze facts, recommend solutions, and take appropriate action.
- Exercise flexibility and good judgment.

- Interpret court policies and procedures.
- Function with a high degree of independence under general supervision.
- Identify and recommend solutions to recurring problems.
- Listen carefully to customers and ask questions tactfully and professionally to determine the specific nature of the problems.
- Train others to use eFile systems and follow procedures.
- Prioritize tasks, meet deadlines, and provide excellent customer service.
- Analyze policy or procedural problems and recommend and implement solutions.

Minimum Qualifications:

A high school diploma or General Educational Development (GED) certificate;
AND

Two years of professional experience in the Alaska trial or appellate courts. The required professional work experience is met by service such as a Chief Deputy Clerk or Clerk of Court III with the Alaska Court System or similar experience with another employer.

OR

A high school diploma or General Educational Development (GED) certificate;
AND

One year of work experience as a Court Business Analyst I with the Alaska Court System;

AND

Successful completion of the training and development plan at that level.

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