

**Alaska Court System
Class Specification**

COURT BUSINESS ANALYST I

Range: 14

EEO4: 02

SOC: 15-1211

Class Code: C3456

Definition:

Under general supervision, a Court Business Analyst I assists with the development and statewide implementation of the eFile systems within the Alaska Court System. The incumbent conducts research, provides training, develops guidelines, and administers support for eFile users.

Distinguishing Characteristics:

A Court Business Analyst I is the entry level of the Court Business Analyst series. Incumbents assist higher-level Court Business Analysts by performing technical and administrative functions of limited scope. A Court Business Analyst I requires an understanding of the eFile systems as well as court system policies and procedures. A significant portion of the duties of a Court Business Analyst I is the completion of training in order to independently perform higher-level work.

Positions in this job class series are flexibly-staffed. Progression to the higher level may occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible-staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at the higher level; and 5) is approved by the Human Resources Department.

Supervision Received: A Court Business Analyst I receives direct, day-to-day supervision at this level.

Supervision Exercised: Supervisory responsibilities are not typically assigned.

Independent Judgment: Duties require the development of independent judgment in analyzing the eFile systems and court procedures, identifying and recommending solutions to problems, and developing modifications to the eFile implementation process or 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 changes to the eFile system, 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 implement immediate changes in procedures where appropriate.

Identify changes to workflow where needed.

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.

Provide long distance training and assistance to court staff.

Identify where workspace and hardware changes are needed.

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 I requires knowledge of:

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

A Court Business Analyst I 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 I 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 problem.
- 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 advanced clerical or technical work experience with the Alaska Court System, a legal office, or a justice agency. The required clerical or technical work experience is met by service such as a Court Case Manager I, Court Case Manager II, Clerk of Court I, Clerk of Court II, Courtroom Judicial Assistant, Chambers Judicial Assistant, or Court Supervisor with the Alaska Court System, or equivalent experience with another employer.

OR

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

AND

Two years of work experience in which a primary responsibility is the maintenance, administration, and operation of an eFile system.

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