



CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION

SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

CLASSIFICATION TITLE: BUSINESS ANALYST- COURT OPERATIONS

GENERAL DESCRIPTION OF DUTIES

Under direction, this position is responsible for professional, technical, and administrative work involving business systems (applications/programs), operations, production, business practices, workflow analysis, and organization research. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems and report preparation. Additional duties may include user training, documentation and procedures.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas

Acts as subject matter expert to system users by relating business/functional requirements to system capabilities; acts as a functional technical coordinator for large projects; acts as liaison to other county agencies as necessary

Performs systems research, logic designs and programming; prepares system flow diagrams; develops record layouts; designs forms and specifications; develops system procedures; prepares computer programs; designs system enhancements

Collects and analyzes the project's business requirements and prepares accurate and detailed functional requirements specification documents, and user interface guides

Assists in new systems and/or system upgrade evaluation, planning, deployment, and support

Coordinates business units/groups who test, validate, evaluate new or upgraded applications and functions, to determine issues in services and software; assists business units/groups in the design and execution of test scripts and scenarios

Creates and maintains user accounts; assigns applications to users while being mindful of and informing management of licensing requirements for the software requested

Plans and assists in implementation and enforcement of applicable security policies

BUSINESS ANALYST- COURT OPERATIONS

Prepares and justifies recommendations for new systems and procedures, or changes to existing systems and procedures

Reviews change and enhancement requests and works with stakeholders to determine and assign priorities

Monitors system and user performances and recommends changes to improve efficiency

Defines, analyzes, and documents workflows; confers with project staff to outline work plan, to assign duties and responsibilities to ensure that business requirements will be met

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Information Technology, Computer Science or related field, supplemented by two (2) years of recent and relevant experience; or an equivalent combination of education, training and experience. Experience and working knowledge of Court Management Systems OR experience and working knowledge of Microsoft Word and Excel, SharePoint 2010 and SQL strongly preferred.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

BUSINESS ANALYST- COURT OPERATIONS

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. Yes No

I would like to request a reasonable accommodation. Yes No

**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

Employee Signature

Date

Printed Name

Department