



Superior Court of the State of California County of San Benito

450 Fourth Street, Hollister, CA 95023
www.sanbenito.courts.ca.gov

The Superior Court of San Benito County is recruiting for an enthusiastic individual to fill the position of:

BUSINESS RESOURCE ANALYST

Full-time – Represented Position

Opening Date: July 22, 2024

Closing Date: August 2, 2024

COMPENSATION*:

Hourly:	Step A:	\$38.44	Step F:	\$49.07
Monthly:	Step A:	\$6,662.93	Step F:	\$8,505.46
Annually:	Step A:	\$79,955.20	Step F:	\$102,065.60

*See benefits section for additional compensation information.

APPLICATION PROCESS:

To apply submit a completed **employment application, resume, and cover letter** to the court by the deadline noted above. The employment application can be found at the following link:

<https://www.sanbenito.courts.ca.gov/system/files/general/employment-application.pdf>

Application may be submitted by the following methods:

- By Email: hr@sanbenitocourt.org
- By Fax: 831-636-4195
- By personal delivery or US mail to:
San Benito County Superior Court
Attn: Human Resources
450 Fourth Street, Hollister, CA 95023
Monday-Friday: 8:00 a.m. to 5:00 p.m.

JOB DETAILS: BUSINESS RESOURCE ANALYST

Definition:

The incumbent serves as a critical liaison between information technology and court business operations, primarily responsible for managing and coordinating a variety of projects aimed at enhancing operational effectiveness of court applications and case

management systems. This role involves overseeing project lifecycles including the development and integration of business processes and court management systems to improve organizational efficiency and public access to court services. Responsibilities extend to data analysis, where the incumbent utilizes the court management systems to generate reports, identify trends, and support management decision-making. Additionally, the role encompasses ensuring the functionality and efficiency of court management systems and facilitating the resolution of related issues.

Distinguishing Characteristics:

This position is distinguished by its blend of project management, systems analysis, and process improvement responsibilities within the court management systems environment. The incumbent is unique in their ability to both coordinate and actively participate in the development of business processes to meet the evolving needs of the court. Key characteristics involve engaging stakeholders proactively to achieve project goals and collaborating with justice system partners to implement common technology solutions. The role involves complex analytical work, including the creation and modification of database queries, to extract and analyze data critical for operational improvements and strategic decision making. The incumbent may also undertake specialized tasks as needed, reflecting the diverse and adaptable nature of the position.

Reports To:

The Court Executive Officer and/or Chief of Court Resources or designee.

Job Duties:

Depending on assignment, duties may include, but are not limited to, the following:

Project Management

- Responsible for managing a variety of projects and acts as a project coordinator while also participating in and assisting with the development of business processes to enhance operational effectiveness.
- Coordinates the implementation of stakeholder requirements for court systems and ensures that projects deliver on time, within budget, and to stakeholder specifications.
- Oversees projects to completion: Identifies scope and objectives; identifies deliverables and establishes schedules and timelines.
- Identifies and implements business processes and/or solutions that improve organizational efficiencies and customer service across all Court functions.
- Works as part of a project team to coordinate the development of data analytics and project deliverables, which is inclusive of, but not limited to; the requirements gathering process, quality assurance/acceptance testing and production implementation of court management systems.

- Tracks and fully documents changes for functional and business specification; writes detailed universally understood procedures for permanent records and for use in training.

Data Analysis

- Uses case management system to generate performance statistics and other data that can be used to identify trends.
- Extracts and analyzes data from the case management system for local and state required reports or upon request.
- Prepare comprehensive written analyses of problems upon request.
- Researches and prepares statistical reports using data from court management systems and internal surveys. Consolidates information into cohesive and understandable correspondence or other written form for use in management decision-making.
- Creates and modifies database queries required to extract information from court management systems.

Court Applications and Case Management Systems

- Ensures that case management systems meet user needs (e.g. accuracy, functionality, and efficiency); collaborate with the appropriate divisions to correct or modify any procedural issues.
- Liaison with justice system partners to plan, develop, implement, and monitor shared technology solutions and collaborative projects.
- Provides analysis, design enhancements, configuration, testing, and maintenance of court applications systems and case management systems to ensure optimal operational performance.
- Research, troubleshoot, analyze, and resolve reported issues with the case management systems and court application systems.
- Ensures timely resolution of issues reported to vendors and works with user departments to integrate court management system solutions with case processing and legal requirements.
- Analyzes the feasibility of, develops requirements for, and recommends strategy for new systems and enhancements to existing systems; ensures the system design fits the needs of the Court.
- Recommends and assists in the preparation of formal policies, procedures, and standards for the use of the case management systems.

The incumbent serves as the link between our information technology capacity and our Court business objectives by identifying and specifying needed changes to our business processes and/or the computer systems that support these processes. The Incumbent may also perform varied, difficult, and specialized work as assigned.

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 computers, telephones, calculators, copiers, and FAX.

Typical Working Conditions:

Work is performed in an office and courtroom environment; with continuous contact with other agencies, staff and public; and often multiple deadlines under potentially stressful conditions. Fluctuating workloads will occasionally require the incumbent to maintain flexible hours and travel to meetings inside and outside of the Superior Court's home community. May be required to travel for training, meetings, and off-site assignments.

Desirable Qualifications:

Knowledge of:

- Methods of developing business process specifications for court management systems
- Court case management systems or similar systems
- Application software including Microsoft 365 (Power Apps, Power Automate, Power BI) presentation, spreadsheet, flow charting and word processing applications
- Methods of developing business process specifications; procedures and methods for testing business functions within computer systems
- Principles and practices of producing effective project documentation including business functions, desk manuals, and configuration documentation
- Principles of court and/or public administration, organization and management, business information systems and practices
- Principles, practices and techniques of customer service; customers' current business processes
- Time management and organizational skills; project management techniques; techniques for managing change

Ability to:

- Perform duties independently under general, minimal supervision within specific assignments
- Research, analyze and make recommendations on administrative, management and procedural practices and other complex business problems
- Analyze, evaluate and integrate business processes and procedures
- Learn new software applications and systems
- Apply creative thinking in the use of case management systems and development of business processes

- Write logical, comprehensive, concise reports and correspondence; communicate effectively orally and in writing using language understandable to management and employees
- Proper English usage, including spelling, grammar and punctuation

Training & Experience:

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

- A bachelor’s degree in Business, Computer Science, Information Systems Science or related field; AND
- Experience equivalent to three years of progressively responsible experience working with a case management system and managing special projects; experience in a trial court setting is highly desirable.
- Full-time paid work experience involving case management and project management work may be substituted for education on a year-to-year.

BENEFITS:

The following benefits are provided at the intervals and rates equivalent to the General bargaining unit:

- Cost of Living Adjustments (COLAs)
- Health, Dental and Vision Insurance
- Monthly Court Contribution toward Health coverage:

Level of Coverage	Monthly Court Contribution
Employee Only	\$999.00
Employee + Dependent	\$1,812.00
Employee + Family	\$2,308.00

- Cash in Lieu: The court will pay \$300 per month to employees not enrolled in any court sponsored health plans. Proof of alternate coverage is required.
- Disability: The court pays for SDI.
- Long Term Disability (LTD): Court paid.
- AD&D: Court paid
- Vacation Days:

Years of Service	Accrual Per Year
1-3 years of service	88 hours per year
3+ -5 years of service	120 hours per year
5+ -10 years of service	140 hours per year
10+ -15 years of service	168 hours per year
15+ years of service	200 hours per year

Eligible to use vacation upon completion of 6 months of continuous service.

- Supervisory/Professional Leave: 24 hours per year
- Sick Leave: 10 hours per month. Eligible to use sick leave upon completion of 3 months of continuous service.
- Holidays: 14 paid holidays per year
- Retirement CalPERS: Court pays employer share. Current Formula: Classic 2% at 55 / PEPRA 2% at 62. Note: Employee pays employee share.
- Social Security: The court pays towards Social Security and Medicare.
- Life Insurance: Court pays for a \$30,000 life insurance policy. Supplemental Life insurance is available to employees at their cost.
- Employee Assistance Program (EAP): Paid by Court.

The court also offers other voluntary benefits, paid by employee:

- Deferred Compensation
- AFLAC and Colonial Life plans
- Flexible Spending Account

The contents of this class specification shall not be construed to constitute any expressed or implied guarantee, nor shall it constitute a contract of employment. Superior Court assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a "meet and confer" process and are subject to the Memorandum of Understanding currently in effect.