



Superior Court of California

County of San Francisco

Administrative Office, 400 McAllister Street, Room 205, San Francisco, CA 94102

EMPLOYMENT OPPORTUNITY

COURT COMPUTER BUSINESS ANALYST

Information Technology Group

(Class Code 353C)

The Superior Court of California, County of San Francisco, invites applications from qualified individuals interested in the Court Computer Business Analyst position in the IT Group. This position analyzes Court operations and develops applications for computerized methods; works closely with Court judicial officers, management, and staff in the development of computer applications and the testing and modification of newly developed applications; develops test data and debugs programs; provides a variety of assistance and guidance for Court computer users; and performs other job-related work as required.

This selection process is being conducted in accordance with San Francisco Superior Court Personnel Rule 4. An eligibility list will not be established.

FINAL FILING DATE: 4:00PM, October 5, 2023

COMPENSATION: \$4,140.40 to \$5,031.27 biweekly (\$107,650 to \$130,813 annually)

The Court offers a generous benefits package including a variety of health and dental insurance plans, a contributory retirement plan, a deferred compensation savings program, paid vacation, sick leave, floating holidays and holiday pay.

POSITION OVERVIEW

Examples of Duties:

- Works with Court judicial officers, management, and staff to develop new software applications and convert Court business to computerized methods.
- Works with users to develop software solutions for work needs.

- Works with users in the testing, debugging, and modifying of newly developed software, establishing methods for program testers to transmit problems and concerns to the IT Group.
- Works with users in troubleshooting and correcting software problems associated with fully developed applications.
- Tests and learns new software for use by Court staff.
- Provides support and coordinates with other technical staff in the installation, maintenance and troubleshooting of computer hardware and software.
- Manages and maintains various user accounts.
- Prepares flow charts, operations manuals, and procedures manuals for use by software users.
- Prepares and develops technical computer system documentation and user manuals.
- Performs Court Intranet document development.
- Develops programming specifications and requirements for program code development.
- Conducts feasibility studies to determine the efficiency and practicality of converting business applications to computerized systems.
- Develops and maintains quick reference guides for users of Court computer software.
- Provides support for the IT Group management staff in the long-range development and use of data processing resources.
- Provides a variety of direct assistance and guidance for users of computer equipment and software, including providing help in “troubleshooting” and resolving problems.
- Provides training and guidance for computer class instructors.
- Plans, develops, and prepares Court computer training programs and class curriculum for training activities.
- Analyzes user needs and problem areas to develop training curriculum content.
- Conducts studies to determine the effectiveness of training programs.
- Conducts formal training sessions and classes when necessary.
- Responds to and provides assistance with a variety of user problems.
- May work closely with software consultants in the development of software applications.
- Performs a variety of special assignments as directed.

Work is performed in an office and computer training center environment; continuous contact with other staff and the public.

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 computer, telephone, calculator, copiers, and FAX.

REQUIRED QUALIFICATIONS

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

Two years of responsible work experience in systems analysis and business application development.

DESIRABLE QUALIFICATIONS

Completion of formal advanced education and courses in Data Processing and closely related subjects is highly desirable.

Knowledge of:

- Functions of the Superior Court of California, County of San Francisco.
- Production capacities and general capabilities of data processing equipment.
- Systems analysis, development of software applications, and conversion of business requirements to computerized systems.
- Research and information gathering techniques.
- Computer program testing, debugging, and modification techniques.
- Statistical methods and analysis.
- Development of technical system documentation and comprehensive user manuals.

Ability to:

- Analyze Court business functions and operations and convert them to computerized methods and systems.
- Work closely with Court judicial officers, management, and staff in the development, modification, and testing of computer software applications.
- Provide work coordination, training, and guidance for training staff.
- Plan, organize, and prepare computer training course content and materials.
- Conduct formal computer training sessions for Court staff.
- Prepare technical computer system documentation and comprehensive users manuals.
- Perform a wide variety of analytical work.
- Assist computer users with resolving software problems.
- Analyze system malfunctions and develop solutions for problems.
- Organize and present ideas and recommendations both orally and in writing.
- Develop and produce creative content across multiple platforms.
- Organize and conduct surveys and develop analyses of user needs.
- Organize statistical and narrative information in a clear, concise manner.
- Prepare comprehensive, clear reports.
- Effectively represent the Superior Court of California, County of San Francisco, and the IT Group in contacts with computer users and others.
- Maintain confidential information when required by legal or ethical standards.
- Establish and maintain cooperative working relationships.

HOW TO APPLY

Interested individuals must apply online and include a valid email address where the applicant can receive future correspondence regarding the position. Applicants must submit ALL the following items:

- Superior Court of California, County of San Francisco, online employment application (fully completed). The link to the online application is available on the Court's website at <https://sf.courts.ca.gov/general-information/human-resourcesemployment>.
- Resume.
- Statement of qualifications, limited to one page, only explaining why the applicant is interested in the position and qualified to perform the duties described herein. This one-page statement should succinctly describe the relative education and experience that is applicable to this position.

The preparation of the online application, including the resume and statement of qualifications, is very important to the selection process. It is recommended that applicants review the information in this announcement and on the application very carefully. Once the application has been submitted, it cannot be corrected, changed or resubmitted. **All applications must be submitted by the final filing date and time indicated in this announcement.**

SELECTION PROCESS

Initial Screening:

Complete application packages received by the final filing date and time will be evaluated to determine if the applicants meet the minimum qualifications. The Court will further evaluate these documents and may interview only those applicants it deems may best meet the needs of the Court. Not all applicants will receive an interview.

Oral Interview:

If necessary, selected applicants may be interviewed to determine their relative knowledge, abilities, and skill levels in job related areas. If interviews are scheduled, it is anticipated that they will be conducted in October 2023.

Qualified applicants with disabilities requiring reasonable accommodation to participate in the selection process should complete the relevant section of the employment application.

OTHER APPOINTMENT INFORMATION

Employment is subject to security clearance. Any false statement or omission of material fact may cause forfeiture of employment. Information presented on employment applications, resumes, and attachments, and during the selection process is subject to verification. Employees are prohibited from engaging in activities which conflict with the interests of the Superior Court of California, County of San Francisco.

Immigration laws require that all employees hired after November 6, 1986, must provide proof of work eligibility. At the time of appointment to a position, all applicants must possess a valid Social Security

number, and will be required to present original documents which verify citizenship or legal alien status as well as identity (such as a social security card and driver's license, or a green card and a driver's license, or a valid U.S. passport).

THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN FRANCISCO, IS AN EQUAL OPPORTUNITY EMPLOYER. APPLICANTS SHALL NOT BE FAVORED OR DISCRIMINATED AGAINST BECAUSE OF RACE, COLOR, RELIGION, GENDER, NATIONAL ORIGIN, ANCESTRY, CITIZENSHIP, AGE, MARITAL STATUS, PHYSICAL DISABILITY, MENTAL DISABILITY, MEDICAL CONDITION, SEXUAL ORIENTATION, GENETIC INFORMATION, UNION ACTIVITY, POLITICAL AFFILIATION, OR OTHER NON-MERIT FACTOR.

For questions on the above information, contact the Human Resources Office of the Superior Court of California, County of San Francisco, (415) 551-0381.

This announcement and the online application are available at <https://sf.courts.ca.gov/general-information/human-resourcesemployment>.