NEW MEXICO JUDICIAL BRANCH

AOC INFORMATION TECHNOLOGY BUSINESS ANALYST
(Classified)

TARGET SALARY: $59,109-$118,221 annually, or $28.418-$56.837 hourly depending upon experience (pay range JJ)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9694JB
BENEFITS: Competitive benefits package offered

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

The Administrative Office of the Courts exists to enable the courts of New Mexico to accomplish their mission through:

- Ensuring that the courts have adequate, equitably distributed resources.
- Ensuring that the courts have and use current technology.
- Providing a fair and equitable statewide human resources system.
- Developing and implementing improved court processes and supporting courts in their use.
- Collecting and providing information on and for the courts.
- Managing and accounting for the collection of revenue.
- Ensuring sound financial, budgeting and procurement practices in the management of court resources.
- Maintaining liaison with the legislative and executive branches of state government.

GENERAL STATEMENT OF DUTIES

Acting under general direction conduct advanced technology requirements analysis, investigation, translation, management and validation for identifying changes to business processes, policies and information systems.

EXAMPLES OF JOB DUTIES

- **The AOC IT Business Analyst** is responsible for contributing in the implementation of technology solutions that meet the needs of both business and IT stakeholders.
- In support of projects, perform fit-gap analysis on requirements to determine if and how new systems and data meet the judiciary's business needs and identify gaps that need solutions. Collaborate with project managers and developers to determine how to mitigate gaps.
- Lead and establish business analysis standards and documentation for IT applications.
- Work with the project management team in initial analysis of end user project intake requests.
- Gather requirements and identify solutions upon initial analysis of request and resolves problems through troubleshooting technology and technology applications.
- Recommends new practices, processes, systems and technologies to streamline and improve business operations.
- Provides Tier 1 and Tier 2 technology application break/fix support.
- Work with IT staff and business office customers to elicit, verify, validate requirements, and document them in a useful fashion.

- Documents, prioritizes, analyzes, and resolves problems to achieve full completion.
- Defines and executes test cases with various business process scenarios and reports issues and trends.
- Develops, tests, and documents revised or new business processes and trains end users.
- Works with end users to identify and document requirements, and streamline and improve business processes.
- Collaborates with stakeholders to maintain standards, implement solutions and resolve issues.
- Develops training manuals and procedures for judicial applications, processes and forms.
- Understands and applies key activities from the Software Development Lifecycle (SDLC).
- Creates or assists in the creation of "a-is" and "to-be" process diagrams, system context diagrams, and related SDLC documents.
- Write SOPS and training materials and document functional processes and technical architectures.
- Participate in design and solution-finding efforts.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of systems analysis and design; hardware and software technical requirements and specifications; tools and techniques of troubleshooting tier-two and tier-three application support issues; understanding of the overall business and information needs of an organization in order to develop appropriate solution strategies; project planning; analysis and business risk assessments; business process redesign; and how to best support the business through the effective use of technology.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in Business Administration or Management, Project Management, Computer Science, Information Technology, IT engineering or other directly related field.

> **Education Substitution**: Four (4) years of directly related or relevant experience may substitute on a year for year basis.

Experience: None.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office or court setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, judges, and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employeeassistance program (EAP) [http://www.mybenefitsnm.com/]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid vacation and sick leave up to eight (8) weeks
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation 457(b) plan
- Lifetime Defined Benefits Retirement Plan [http://www.nmpera.org/]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility (Stay Well Health Center) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education opportunities, educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program (PSLF)
- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click here to find out

These benefits vary by job classification or need

START YOUR CAREER

Experience the difference, work for the Judiciary! Apply here!

History of Job Description: Dev: 12/20/23 Rev Pay Range: 07/06/24, 07/05/25, 07/04/26

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at nmcourts.gov.