NEW MEXICO JUDICIAL BRANCH

AOC INFORMATION TECHNOLOGY BUSINESS ANALYST SENIOR
(Classified)

TARGET SALARY: $82,110-$164,220 annually, or $39.476-$78.952 hourly depending upon experience (pay range KK/MM)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9691JB
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 IT Business Analyst Senior** is responsible for implementing technology solutions from both the business side of an enterprise and the information technology department.
- Analyzes end users' needs and resolves problems through troubleshooting and technology applications.
- Recommends new practices, processes, systems and technologies to streamline and improve business operations.
- Documents, prioritizes, analyzes, and resolves problems to achieve full completion.
- Evaluates staff training needs and presents technology workshops and conferences for end users, site coordinators, and field technical staff.
- Documents application requirements for vendors and IT staff.
- Executes test cases with various business process scenarios and reports any trends.
- Analyzes current processes, statutory and legal requirements, and workflow in relation to information requirements.
- Develops, tests, documents, and trains end users on revised or new business processes using judicial technological applications.

- Provides project planning and assigns tasks to project resources.
- Uses measures to develop the project plan and monitor project goals.
- Works with end users to streamline and improve business processes.
- Analyzes current processes, statutory and legal requirements, and workflow in relation to information requirements.
- Configures and documents judicial entity and financial software.
- Audits existing reports for completeness and accuracy of data.
- Collaborates with IT staff to maintain standards, implement solutions and resolve issues.
- Writes specifications for specific reports and data analysis.
- Identifies report data elements and their relationships.
- Documents output format for reports.
- Provides technology expertise at committee meetings.
- Provides instruction and direction to administrators to perform database maintenance including code table updates and data quality corrections.
- Coordinates with judicial entity and database administrators to perform routine maintenance and apply application upgrades and modifications.
- May serve as a team lead on project planning and assign tasks to project resources.
- 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; managing projects through all cycles of the project lifecycle; overall business and information needs of an organization in order to develop appropriate solution strategies; current work of the assigned business owner area; business/project planning; analysis and business risk assessments; and 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: Five (5) years of experience in information technology to include business process reengineering and business modeling, business systems development and analysis, test case scenario building, analyzing, translating, and managing user requirements, drafting recommendations for systems architecture and systems design to include two (2) years of experience managing projects or programs of increasing complexity and two (2) years of experience in all phases of system development life cycle (SDLC).

> **Experience Substitution**: Additional relevant education at the Master's Degree level may substitute for experience at a rate of 30 semester hours equals one (1) year of experience.

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

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History of Job Description: Dev: 04/22/16, Rev: 02/05/20, Benefits updated: 02/26/21; Audit: 12/31/22, Rev Pay Ranges: 07/08/23, Title change: 12/20/23 Rev Pay Range: 07/06/24, 07/05025, 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.