



Administrative Office of the Courts

COURT BUSINESS PROCESS ENGINEER

Scope of Responsibility

The Court Business Process Engineer is responsible for transforming and improving court business processes through expert requirements refinement, business process management, and collaboration with the court community and within AOC.

This position reports to the Court Business Office (CBO) Manager in the Judicial Services Division and works with the court community to establish statewide business needs and local configurations for technology systems. The Court Business Process Engineer interacts with agency leadership and staff at multiple levels and disciplines. E.g., Judges, court administrators, county clerks, technology, research, court education, court administrators and county clerks. Work is done under general direction, and as assigned by management. Decision-making is according to broadly defined guidelines and procedures that may require interpretation and/or development of possible approaches.

Essential Activities

- Provides expertise in business process engineering to assist the courts in their transition to the new technology.
- Works closely with the court community and other AOC staff (e.g., Business Analysts and Liaisons, Network, Education, Customer Services, Legal Services, Research, and Data Quality) to identify, analyze, and promote opportunities to improve court operations through common workflows and processes.
- Communicates with the court community and AOC about requirements, opportunities, and risks associated with the transition to new technology.
- Ensures court business requirements and workflows are complete, well documented, and maintained for future use.

- Contributes business perspective to the development of IT solutions so that technology applications are better designed to address business needs.
- Advocates and fosters an environment that promotes process innovation and continuous business process improvement through ongoing review and analysis.
- Analyzes the impacts of business process changes to existing or planned Judicial Information System (JIS) applications and services.
- Analyzes the impacts to courts resulting from planned changes to JIS applications and services.
- Advises courts on organizational change management best practices as they implement new JIS applications and services.
- Facilitates education and training of judicial officers, clerks, and staff on business process changes.

Key Competencies

Advanced proficiency and knowledge in the following areas:

- Business Analysis
- Business Process Management
 - Vision
 - Design
 - Modeling
 - Execution
 - Monitoring
 - Optimization
- Requirements Engineering
 - Elicitation
 - Analysis
 - Documentation/Specification
 - Modeling
 - Validation
- Ability to elicit and validate requirements using interviews, workshops, document analysis, systems analysis, gap analysis, and workflow analysis.
- Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.

- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information, and distinguish user requests from the underlying needs.
- Ability to collaborate with subject matter experts and project team to implement the business vision by analyzing and negotiating tradeoffs between usability and performance needs.
- Ability to develop specifications using standard templates.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of people (court officials, executives, vendors, project team, managers)

Demonstrates functional knowledge and understanding in the following areas:

- Software Development Lifecycle
- Project Management
- Organizational Change Management
- Business Analysis Body of Knowledge

Qualifications and Credentials

A bachelor's degree in business, information technology, or closely related field AND:

- Five years of related experience in business analysis, business process management, or requirements engineering.

Relevant experience may substitute for education on a year-for-year basis.

SALARY RANGE: 66

- Workweek may fluctuate depending on workload or agency need.
- Ability to work non-standard hours and travel, including overnight travel as required.
- This position is not covered under the Fair Labor Standards Act (FLSA).

5/2012 Established