



Washington Courts Employment Opportunity

Administrative Office of the Courts

BUSINESS ANALYST

**For the Courts of Limited Jurisdiction
Case Management System Project**

Our Mission: Advance the efficient and effective operation of the Washington Judicial System.

The Administrative Office of the Courts is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration and teamwork. It is committed to both employee growth and work-life balance.

Our diversity and inclusion efforts include embracing different cultures, backgrounds and perspectives while fostering growth and advancement in the workplace.

Job #: 2021-60 (Reopen)
Status: Regular, Full-Time*
Location: Olympia, Washington
Salary: Range 66: \$70,956 — \$93,132 per year (DOQ)
Opens: October 7, 2021
Closes: Open Until Filled; first review of the applications to begin October 28, 2021. AOC reserves the right to close the recruitment at any time. This announcement will be used to fill multiple positions.

***Duration:** This is a project position and is dependent on continued project funding. Funding is anticipated to continue through 2025. Benefits are included with this position.

Please note: If you have applied for this position within the last six months, you do not need to reapply.

The Administrative Office of the Courts is closely monitoring the COVID-19 pandemic and following the state's health and safety recommendations for the community and our employees. We will be conducting our recruitment process remotely.

Note: All AOC employees must be fully vaccinated against the COVID-19 virus by November 1, 2021. Please note that any offer of employment is contingent upon the candidate providing verification of their vaccine status, having an approved medical accommodation, or having an approved religious accommodation. No start date will be approved until the candidate has either verified their vaccine status or having an approved accommodation.

POSITION PROFILE

The Courts of Limited Jurisdiction Case Management System project is seeking a business analyst to support the implementation of a new case management system for the Court of Limited

Jurisdiction. This position is responsible for eliciting, analyzing, and validating business needs in order to configure, test and implement the new system.

This position works under the general guidance and direction of a manager in the Court Business Office under the Court Services Division. The Business Analyst works closely with business and technical staff at AOC, partner agencies, judicial officers, county clerks, court administrators, and other court personnel to produce in-depth business requirements.

DUTIES AND RESPONSIBILITIES

- Plan, schedule, and lead the management of requirements for complex solutions.
- Engage with stakeholders to obtain a complete understanding of scope, business needs, processes, and expectations to meet objectives.
- Analyze data for data quality and data for reporting purposes.
- Research and perform in-depth analysis for small to large and highly complex applications and systems.
- Develop and maintain business requirement documentation.
- Translate business requirements into user stories, use cases, and acceptance criteria.
- Serve as a liaison between stakeholders and technical personnel to ensure that business needs are clearly defined, understood, and translated into technical solutions.
- Develop and maintain requirements traceability matrices for requirement management and re-use.
- Review test results to confirm that test acceptance criteria have been met.
- Provide consultation to project stakeholders.

Detailed information (scope of responsibility, essential activities, and key competencies, etc.) can be found by viewing the [Job Description](#) at Washington Courts [Careers](#), under Current Openings, click on Washington Courts and the Announcement.

REQUIRED QUALIFICATIONS AND CREDENTIALS

- A Bachelor's degree with a focus on Information Technology, Computer Science, Computer Engineering, or business analysis or related field; **AND**
- Four (4) years of business analysis experience on IT projects that cross-program or agency boundaries.
- Certification of Capability in Business Analysis (CCBA) or as a Certified Business Analysis Professional (CBAP) through the International Institute of Business Analysis (IIBA), OR completion of a business analyst certification from a university or college.

A combination of education, training, and experience demonstrating the skills and abilities to perform the duties and responsibilities of a Business Analyst successfully may substitute for the education and/or certification requirements.

THE IDEAL APPLICANT WILL ALSO HAVE SOME OR ALL OF THE FOLLOWING EDUCATION, KNOWLEDGE, SKILLS, OR ABILITIES

- Ability to identify and analyze patterns, trends, and root causes in data sets.
- Ability to understand data schemas, data models, data reporting, and data platforms.

- Experience using database platforms such as SQL to perform work duties, run reports, create data queries, and analyze data.
- Clear and effective written and verbal communication skills.
- High comfort level working with remote communication tools (e.g., Zoom, GoToMeeting, and Microsoft Teams).
- Excellent interpersonal skills, including patience, diplomacy, and ability to negotiate.
- Ability to prioritize effectively, demonstrate excellent time management skills, and coordinate with team members.
- Ability to multi-task and meet urgent deadlines while maintaining regular responsibilities and workload.

HOW TO APPLY / APPLICATION REQUIREMENTS

Interested applicants who meet the qualifications and competencies in this announcement are encouraged to apply for this opportunity.

The following items are **REQUIRED** for your application to be considered complete. Note: ALL sections of the Application must be completed, and relevant experience meeting the qualifications must be reflected on the application.

1. **Cover Letter** (no more than two pages)
2. **Resume** (chronological)
3. **Judicial Branch/AOC Application for Employment**

A chronological resume may be submitted as a supplement; but not a substitute for a fully completed application.

The Judicial Branch/AOC Application for Employment can be found at <https://www.courts.wa.gov/employ/Application.pdf>, under Current Openings, click on Washington Courts; the AOC. Application for Employment is located at the bottom of the page. Late applications will not be accepted when a deadline is expressed.

Please email all application materials to: employment@courts.wa.gov in a PDF format (Word documents are also accepted).

Application materials will also be accepted by regular mail or by fax:

**Administrative Office of the Courts
Attn: Human Resources
PO Box 41170, Olympia, WA 98504-1170**

Fax number: (360) 586-4409

General suggestions for creating a good application packet:

- Read the job posting very carefully. Find out as much as you can about the position.
- Make sure you are very diligent in following all the application instructions. Include all requested documentation.
- Ensure your application and cover letter (if requested) directly address how you meet each of the required and desired qualifications.
- Make sure your application and cover letter reflect your best writing.

The initial screening will be based on the content and completeness of your application materials. Applications with comments such as "see attachments" or "N/A" will be considered incomplete.

IMPORTANT INFORMATION

- The workweek may fluctuate depending on workload or agency needs.
- Overnight travel may be required based on business needs.
- This position is not covered under the overtime provisions of the Fair Labor Standards Act (FLSA).

The AOC is an equal opportunity employer and does not discriminate based on gender, pregnancy, race, color, national origin, ancestry, religion, creed, physical, mental or sensory disability (actual or perceived), use of a service animal, marital status, sexual orientation, gender identity or expression, veteran or military status, age, HIV or Hepatitis C status, or any other basis protected by federal or state law. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Melody Long, AOC Human Resource Office, at (360) 704-4143, or fax (360) 586-4409, or via email to Employment@courts.wa.gov.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SPECIAL NOTE: Before a new hire, a background check, including criminal history, will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

ADDITIONAL INFORMATION ABOUT AOC

The Administrative Office of the Courts (AOC) is located in Olympia, Washington, on Interstate 5 between Seattle, Washington, and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two-hour drive of the city.

Great benefits (paid vacation and sick leave; health, life and disability insurance; retirement options and leave for military and civil service), a team-oriented culture, and a balance of family and work-life in a wonderful community are just a few rewards of choosing a career in the judicial branch of Washington State government. We offer leading-edge technology, a broad range of career opportunities, and an opportunity to make a real difference in people's lives.

See www.courts.wa.gov/employ for more information about Washington Courts, Compensation, and Benefits.