



ORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Business Analyst II

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| Title of Immediate Supervisor: | Director of Technology |
| Department/Division: | Information Technology / Office of the State Court Administrator |
| Pay Grade/FLSA Status: | *16 / Exempt |
| Job Titles Accountable For: | None |

General Summary or Purpose

Work involves serving as a liaison between business users and information technology in order to elicit, analyze, communicate, and validate requirements for new or changed business processes, policies, and information systems. Therefore, soft skill requirements include negotiation, facilitation, communication, and organizational skills. Work requires applying principles, methodologies, standards, and best practices to identify business needs and determine solutions to business problems. Solutions may include software/systems development, process improvement, and/or organizational change.

This level differs from the Business Analyst I in that the classification has greater experience requirements and a greater breadth of knowledge in the court system as well as the systems and programs used by the North Dakota Court System. Work at this level also involves providing leadership in business analysis activities within the court system. The majority of work involves business analysis of complex business cases having high risk dependencies and requiring reporting and communication at the executive levels.

Positions assigned to this classification follow routines and processes established by others.

Major Responsibilities & Essential Functions

1. Collaborates with users to elicit, identify, define, prioritize, and document business requirements, opportunities, and/or problems for new development projects, business process redesign, current business application enhancement, or current business problem/issue resolution.
2. Identifies, manages, monitors, and responds to requirement gaps, conflicts, and risks.
3. Translates business requirements into functional specifications for information technology or other solutions; manages specification changes.
4. Identifies and assesses solution options with regard to technical feasibility, cost/benefit analysis, business risks, and success measures; documents solution prototypes and mock-ups; ensures usability of solution and post-implementation review and assessment; recommends solutions.
5. Develops, documents, and executes test plans to ensure that business requirements have been satisfied; manages system change requests and problem resolution activities.
6. Manages customer and vendor relationships; serves as liaison between information technology, users, and vendors.
7. Presents and communicates technical and business concepts to technical and non-technical audiences.
8. Provides direction and establishes processes for business analysis activities.
9. Develops and reviews business cases that document the business need or problem, solution, cost/benefit analysis, strategic alignment with organization's mission, and business risks.
10. Ensures business analysis activities contribute to and achieve strategic and organizational objectives.
11. Participates in pre-project activities and business planning efforts that depict the current and future business views.
12. Develops or participates in developing business analysis policies, standards, procedures, and methodologies.
13. Provides software development staff with input on needs and concerns by serving on various advisory committees or by serving as a liaison between users and development staff and sharing user needs and issues impacting the development process.
14. Assists users with computer hardware, technical software, and application support.
15. Performs other duties of comparable level or type or as assigned.



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Business Analyst II

Minimum Qualifications

Requires a bachelor's degree and two years of related experience. Any combination of education, training, or experience which demonstrates the ability to successfully complete the major responsibilities and essential functions may be substituted for the degree and experience requirements.

Certifications or Licensing Requirements: (prior to job entry)

Valid driver's license or evidence of equivalent mobility.

Knowledge Requirements

- Considerable knowledge of personal computers, personal computer applications and productivity software including Windows operating systems, Microsoft Office, Outlook, PowerPoint, Project, Corel Office, web browsers, and other common productivity and office software applications.
- Extensive knowledge of the court system, its functions, and court administrative policies and procedures.
- Knowledge of the fundamental concepts, principles, practices, and trends of information technology and management applications.
- Knowledge of project management principles and project management tools.
- Knowledge of the fundamentals, principles, practices, and approaches to automated help desk operations and support.

Skill Requirements

- Skilled in communicating technical information to end users in an understandable and comprehensive manner.
- Skilled in interpersonal communication and in establishing working relationships with end users, departmental personnel, state, and other court system personnel.
- Skilled in effectively analyzing complex customer requirements and resolving same to the customer's satisfaction.
- Skilled in anticipating user requirements and identifying and resolving complex problems with minimal supervision.
- Skilled in adapting to and applying rapidly changing technology to business needs.
- Skilled in making and achieving deadlines and commitments.

Physical Requirements

- The essential functions of the job typically require: grasping, seeing, walking, sitting, talking, some lifting, hearing, feeling, fingering, and some repetitive motions or other reasonable methods that accommodate an individual in completing the essential functions of the job.
- Work is performed in a comfortable office work environment.
- Employee is subject to some travel in the performance of the job. Employee has control over travel schedule and can adjust schedules due to adverse weather or travel conditions.
- Physical requirements can typically be characterized as **Light**: Exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. frequently, and/or a negligible amount of force constantly to move objects.

Job Classification History

- Classification created 2/15/2012.
- On 7/30/2014, the Supreme Court approved amendment of the Physical Requirements section of all job classifications to comply with the Americans with Disability Act.
- On 9/11/2024 effective 10/1/2024, the Supreme Court approved the Personnel Policy Board recommendations from the Classification and Compensation Study completed by Evergreen Solutions, Inc.
- *A pay grade exception was recommended by the Personnel Policy Board and approved by the Supreme Court on 9/11/2024 effective 10/1/2024. A pay grade exception is the assignment of a pay grade that is higher than that determined by the application of the Classification Matrix System. This may be done when a pay grade assigned to a class has not resolved significant problems in the recruiting or retention of qualified individuals for a class. Classes assigned a pay grade exception are subject to periodic review to verify the appropriateness of the assigned pay grade.