



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC0903N21

BUSINESS ANALYST – (BA)
(Senior Application Support Specialist)

Opening Date: September 14, 2021 **Closing Date:** September 29, 2021

Salary: \$48,871 - \$60,964 - \$73,057 per year (Minimum – Midpoint – Maximum)
Pay Grade 16*

Recruiting for: Administrative Office of the Courts, Judicial Information Center

Location: New Castle County (Please check this location on your application)

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: This is an exempt position. The Business Analyst (BA) works under the supervision of the Process Improvement and Quality Manager (PIQM). The business analyst's primary objective is helping the business implement technology and process improvement solutions by determining the requirements of a project or program. The BA will evaluate current business and technology processes, measure and analyze those existing processes, initiate recommendations for improvements, and actively participate in the implementation of approved changes.

Essential Functions:

- Assist the Courts in developing and documenting high level and detailed business requirements, procedures, and process design documents including process mapping/model diagrams, use cases, SIPOC diagrams, functional & technical requirements, and other similar project documents.
- Facilitate requirements gathering sessions, workshops, meetings, and interviews.
- Identify, extract, compile, organize, define, measure, dis-assemble/re-assemble, analyze/assess, develop, implement, and monitor and control process improvement solutions.
- Assist the Courts and Technology team with system and user acceptance testing.
- Perform project complexity evaluations including project classification, scope, sizing, prioritization, and tracking.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each

of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Adept and proven ability in developing and documenting established and unknown processes and translating business processes and requirements to technical requirements and specifications.
2. Experience with information gathering and analysis used for business process identification, problem solving, and process improvement.
3. Develop in-depth knowledge in at least one area and establishes self as a subject matter expert to provide cross-functional input.
4. Exceptional critical thinking skills and analytical ability with experience in performing detailed analysis and assessment of processes and requirements.
5. Experience in identifying, extracting, compiling, organizing, defining, measuring, disassembling/re-assembling, analyzing/assessing, developing, implementing, and monitoring and controlling processes or requirements.
6. Adapts direction, priorities to changing goals and customer needs.
7. Strong facilitation skills for conducting interviews, meetings, workshops, and on/off-site observations to determine the scope of the requirement or request.

Preferred Qualifications (desired but not required):

1. Working knowledge of Court processes.
2. Exposure to methodologies such as Lean, ITIL, Six Sigma, PMBOK/PMI and best management practices.
3. Experience in a Business or Management Analyst role working in a technical environment.
4. Possession of a Bachelor’s Degree or higher in one of the following or related fields: Business Administration, Information Technology, Operations Management, Computer Science, or Management of Information Systems.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits:

A teleworking option may be extended to the employee selected for this position if the criteria is met per the Delaware Judicial Branch Telework Policy.

Free parking is provided to all employees, including those located in the City of Wilmington.

Please see the attached for additional information regarding the comprehensive benefits program. To learn more about the benefit package, please visit the website of the State Benefits Office at <https://dhr.delaware.gov/benefits/agencies/index.shtml>.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft© Word or PDF format. Applications should be submitted by the closing date stated on this announcement.

Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@delaware.gov.

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
An Equal Opportunity and Affirmative Action Employer**