

SUPERIOR COURT OF MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Systems Analyst
OCCUPATIONAL CATEGORY: Technicians
DIVISION: Superior Court
EFFECTIVE DATE: 7/29/2023
REVISED: 5/14/2026



CLASS CODE: J320
FLSA: Non-Exempt
SALARY RANGE: 19
STATUS: Classified

JOB SUMMARY

This is advanced systems analysis, enterprise application support, systems integration, automation, and occasional programming work. Performs advanced systems analysis tasks, evaluates business processes, and meets with users to determine operational and technical requirements. Designs, tests, and implements data exchange, integration, and interface tools to support secure data sharing between multiple agencies and systems. Assists with implementation and administration of cloud-based collaboration platforms, document management systems, enterprise applications, and emerging technologies. Designs and builds statistical and informational reports utilizing vendor-specific and commercial reporting tools. Defines requirements, writes specifications, researches and evaluates emerging technologies, automation tools, cloud platforms, and AI-assisted business solutions. Coordinates system testing and assists users with acceptance testing, develops work plans and organizes projects, and assists in the development and maintenance of data and process models. Evaluates user requests for new or modified processes to determine feasibility, cost, operational impact, security considerations, and time requirements.

REPORTS TO:

Work is performed under supervision of the Court IT Director. The employee is expected to exercise initiative and independent judgment in developing recommendations and selecting appropriate resources in accordance with established policies and procedures in the development, utilization and enhancement of existing and new applications.

SUPERVISION EXERCISED

May exercise technical and/or functional supervision of subordinates as assigned.

ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Serves as lead analyst in designing, developing, and supporting data integration and data sharing related to assigned tasks.
- Works in partnership with internal and external departments to ensure project and assignment goals are met.
- Mentors and trains County employees on use of applicable applications.
- Works with user departments to identify system utilization needs and/or changes.
- Works with user departments to analyze business processes to identify options for potential solutions.
- Works with users and colleagues to ensure technical compatibility and user satisfaction.
- Assists with the implementation of new systems.
- Documents all work in detail to ensure continuity of efforts.
- Confers with users to determine system requirements and program acceptability and/or to define and analyze requests for program modifications or corrections.
- Develops technical program specifications and work plans.
- Designs and documents procedural flows and file layouts.
- Prepares procedural manuals and documentation for system users.
- Trains system users.
- Provides technical assistance to user departments.
- Plans and conducts acceptance tests for new systems and modifications to existing systems.
- Assures quality of system test results.
- Provides analysis and documentation for process changes.
- Responds to emergencies.
- Evaluates new or alternative approaches to business processes.
- Identifies, defines, estimates, and prioritizes tasks.
- Assigns tasks and documents schedules, reviews, and refines plans.
- Provides technical guidance, assistance, and training to staff.

- Researches and evaluates new/proposed software and methodologies technology for effectiveness and applicability.
- Researches new hardware technologies and works with vendors (current and prospective) and customers to evaluate the integration of new hardware technologies.
- Assists in the development of requests for proposals and in the evaluation of responses.
- Coordinates the implementation of systems with users and operations personnel.
- Participates in meetings with user staff and management personnel to define priorities, scope, resources, and project timelines.
- Develops strategies for implementing new technologies and standards and for addressing performance issues and problem resolution.
- Monitors and evaluates the effectiveness of installed systems and applications.
- Tests, evaluates, and debugs software systems prior to installation.
- Assists with administration and support of cloud collaboration and document management platforms including Microsoft 365 and SharePoint Online services.
- Evaluates and assists with implementation of automation, AI-assisted, and cloud-based business solutions to improve operational efficiency, accessibility, and user experience.
- Assists with application integrations utilizing APIs, scripting, automation tools, and vendor-supported technologies.
- Participates in implementation and support of enterprise applications and technology modernization initiatives.
- May prepare reports on information collected.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.

SECONDARY JOB FUNCTIONS

- Performs related work as required.
- Performs special assignments as requested.
- Exercise regular and predictable attendance and punctuality in accordance with Mohave County Personnel Policies and Procedures.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of applicable city, county, Arizona Supreme Court, state, and Federal statutes, rules, ordinances, codes, administrative orders, and other relevant directives.
- Knowledge of department terminology, processes, systems, and workflows.
- Knowledge of Mohave County and court-related policies and procedures, court processes, procedures, and legal terminology.
- Knowledge of trends and practices in the fields of automation and information technology.
- Knowledge of SQL.
- Knowledge of programming principles and multi-platform programming languages.
- Knowledge of enterprise operating systems, cloud platforms, and business application environments.
- Knowledge of capabilities, operating requirements, and unique characteristics of system hardware.
- Knowledge of workflow/process mapping, system documentation, and technical report writing.
- Knowledge of department policies, rules, and procedures.
- Knowledge of Mohave County Merit Rules, Administrative Procedures, and Department Regulations.
- Knowledge of process analysis techniques.
- Knowledge of server platforms.
- Knowledge of Transact SQL or PL/SQL.
- Knowledge of SQL Server or other relational database systems.
- Knowledge of various scripting and programming languages and technologies including C#, .NET, Python, PowerShell, APIs, Java, JavaScript, and related automation or integration technologies.
- Knowledge of Microsoft 365, SharePoint Online, cloud collaboration platforms, and enterprise document management systems.
- Knowledge of Local and Wide Area Network (LAN/WAN) principles, routing, and communication protocols.
- Knowledge of various report writing tools including Crystal Reports and SQL Server Reporting Services (SSRS).
- Knowledge of Mohave County Personnel Policies and Procedures, and Department Regulations.

Skill in:

- Skill in interpreting technical information and instructions encountered in the performance of responsibilities.
- Skill in exercising initiative and judgment and to think logically to analyze, interpret, and accurately resolve malfunctions and apply solutions to automated systems.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, representatives of other governmental agencies, the bar association, news media, general public and others having business with the courts of Mohave County.
- Skill in communicating effectively verbally and in writing. Skill in preparing and maintaining accurate documentation and reports.
- Seeking out innovative ways to streamline and improve processes.

Ability to:

- Manage a wide variety of projects.
- Maintain customer confidence and confidential information.
- Query databases.
- Troubleshoot complicated server and application issues.
- Perform as a team leader that works effectively with County staff and citizens.
- Commitment to quality in everyday work and continuous learning and improvement.
- Strong customer service focus.
- Set priorities, schedule, train, and evaluate work activities and performance of system users.
- Communicate effectively verbally and in writing and accurately follow written and verbal instructions.
- Prepare and maintain accurate reports and documentation.
- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Mohave County Personnel Policies and Procedures, and Department Regulations.

WORK CONTACTS

Regular and frequent contacts with internal and external users of systems, outside system hardware and software support personnel, associated personnel, external agencies, and the general public to provide support and information on systems, hardware and supported software. Regular and frequent participation in information technology strategic planning meetings related to assigned projects.

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 50 pounds. Able to bend, stoop, kneel, crawl under desks and walk on uneven ground regularly.
- Work requires frequent usage of computers and monitors.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

- High School diploma/GED (General Education Degree)
- Four (4) years of system analyst work
- Working knowledge of server platforms, administering database driven applications, programming in appropriate languages and in SQL Server databases
- OR
- Any equivalent combination of education, experience, and training which provides the required knowledge, skills and abilities will be considered in meeting the minimum qualifications.

SPECIAL JOB REQUIREMENT

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.

- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.