

**DEPARTMENT OF JUSTICE
DIVISION OF
ADMINISTRATIVE SERVICES
CASE MANAGEMENT SECTION
BUSINESS INTELLIGENCE AND DOCUMENT AUTOMATION TEAM**

NAME:

POSITION #: 420-054-5393-

JOB TITLE: Analyst II

STATEMENT OF DUTIES: The Analyst II acts independently or with a team to address database design, issues of concern, and business solutions for the application, ProLaw, its third party word processor integrations such as Word, HotDocs and Cognos. The incumbent performs a variety of complex tasks in support of the Business Intelligence and Document Automation Team that resides in the Case Management Section (CMS). The analyst will consult with executive, accounting and budget staff, legal division managers, and law practice section representatives and/or their clients to document business requirements and develop solutions using ProLaw and its integrated applications for the purpose of document and report development. The incumbent will assist with development of training curriculum and will train processes and procedures using ProLaw and its integrated applications. The incumbent will provide internal and external client support and services via the Case Management Section Reports Mailbox. The incumbent will analyze the most complex issues and make recommendations to the Supervisor I and/or lead and will implement decisions by the Supervisor I and/or lead. The incumbent is responsible for developing and maintaining the Attorney General Office's case-related ProLaw and HotDocs document templates.

SUPERVISION RECEIVED: Under the general direction of the Supervisor II, and the immediate supervision of a Supervisor I.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate and work at a computer workstation for up to 8 hours a day in order to complete work assignments. Ability to stand for long periods in a classroom. Ability to occasionally bend and lift up files/boxes weighing up to 25 pounds.

TYPICAL WORKING CONDITIONS: The incumbent works in an office or cubicle in a smoke-free environment in a high-rise building. Occasional travel and overtime are required as needed.

ESSENTIAL FUNCTIONS:

45% Business Analysis and Requirement Gathering

Use appropriate tools, techniques and sources to gather requirements necessary to update and monitor database information. Research and analyze issues, queries, and reports. Develop reporting, case tracking, and calendaring methods. Analyze multiple alternatives, risks and benefits for potential solutions. Test, document and implement solutions for improvements that align with business needs and requirements. Analyze Change Requests for impact to current reports and documents. Identify and resolve integration issues with reports and documents.

20 % Document Development

Address document design, database design, issues of concern and business solutions for the ProLaw application, and its third party integrations such as Word, HotDocs and Adobe for the purpose of developing ProLaw and HotDocs document templates. Solve Test, document and implement same.

20% Customer Support

Provide internal and external client report support and services via the CMS Reports mailbox. Answer questions regarding existing management reports and external client reports. Review and analyze the most complex report requests from internal clients and external legal office clients. Submit requests to report developer, review and validate completed reports and distribute same to clients. Create and validate new ProLaw queries and analyze end user queries for accuracy. Troubleshoot technical and legal document issues (Word formatting, Legal MacPac, Best Authority) and instruct users on case management practices with consideration of departmental and section specific expectations.

10% Curriculum Development and Training

Analyze training needs and delivery methods in order to develop the most complex training curriculum to meet the requirements of executive, management and budget staff, and law practice section representatives and/or their clients. Analyze business processes, test, and train other CMS analysts (train the trainers). Facilitate training to new and existing ProLaw users. Train section specific processes for the 38 legal practice areas as they relate to ProLaw and each of its third party integrated applications.

5% CMS Internal Processes

Other duties as required to support program and unit needs or as directed by management.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my

supervisor.

Employee's Signature

Date

Supervisor's Signature

Date