

**Idaho Judicial Branch  
Position Description**

<b>Position Title:</b>	IT Requirements Analyst I/II
<b>Effective Date:</b>	January 2022
<b>Salary Grade/Range:</b>	Grade 15: IT Requirements Analyst I - \$53,422 – 66,778 IT Requirements Analyst II - \$66,778 - \$77,799
<b>FLSA Status:</b>	Exempt - Administrative
<b>EEO Category:</b>	Professional

**General Position Summary:**

The IT Requirements Analyst position is responsible for understanding various needs related to technology capabilities; assessing the technical impact of those changes; capturing, analyzing and documenting requirements; ensuring test documentation, plans, scripts and results are in alignment with specified requirements; and supporting the communication and delivery of requirements with relevant stakeholders and other Divisions as applicable. This position also assists with planning, coordinating, and implementing project-related responsibilities. The IT Requirements Analyst works under the general supervision of the Lead IT Agile Program Office.

**How We Work:**

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

**Major Duties and Responsibilities:** (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

- Defines, elicits, models and analyzes functional, non-functional, and technical requirements; writes requirement specifications; and prioritizes and manages requirements gathering and problem-solving;
- Works as a liaison among stakeholders to gather requirements using different techniques (interviews, document analysis, requirements workshops, facilitated sessions, job shadowing, etc.);
- Identifies opportunities for improving processes and technology capabilities, and assists in the preparation of proposals to develop new systems and/or operational changes;
- Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing or new systems to meet user needs;
- Gathers and documents clear requirements for data sharing and system interface initiatives;
- Coordinates and manages the review of requirements and documentation of technical changes or enhancements;
- Understands the Information Division's full technology portfolio to identify potential technology solutions and limitations when meeting requirements;
- Acts as a liaison between end-users, technical analysts, consultants and other governmental agencies in the analysis, design, configuration, testing and maintenance of technology solutions;
- Assists with technical and organizational change management;
- Assists with the development and coordination of technical documentation, internal operating procedures, and information technology reporting requirements;
- Participates in user acceptance testing and testing of new system functionality;

- Develops and recommends policies and procedures to improve efficiency, cost-effectiveness, and/or improve internal and external delivery of technical solutions;
- Prepares reports and written findings and recommendations;
- Identifies and analyzes application, infrastructure, IT service delivery and/or other system problems; determines and recommends courses of action; and oversees the implementation of solutions;
- Coordinates the work of personnel, contractors, and software vendors to achieve project goals, as applicable;
- Ensures deliverables are completed within scope and within target timeframes;
- Develops project goals, work plans, timelines, implementation strategies and evaluation methods for assessing progress toward project goals and outcomes;
- Manages and maintains detailed project plans including resource, time and cost plans;
- Performs other related duties as assigned.

**Minimum Qualifications:**

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

*Education and Experience IT Requirements Analyst I:*

- A Bachelor's degree from an accredited college or university in a directly related field;
- A minimum of one (1) year of experience in requirements and/or analysis, major computer system implementations, change management, large group facilitation, and/or project coordination or management;

*Additional Education and Experience IT Requirements Analyst II:*

- The IT Requirements Analyst II is characterized by a minimum of three (3) years of experience in requirements and/or analysis, major computer system implementations, change management, large group facilitation, and/or project coordination or management;
- A Bachelor's degree from an accredited college or university in a directly related field.

*Knowledge, Skills, and Abilities:*

- Knowledge of requirements gathering and analysis practices and procedures;
- Knowledge of process improvement using technology;
- Knowledge of case management software or similar electronic transaction-based systems;
- Knowledge of application software including presentation, spreadsheet, flow charting and word processing applications;
- Knowledge of formal project planning tools and mastery of project management concepts such as critical path development, resource allocation, and Work Breakdown Structure project plan development;
- Knowledge of procedures and methods for testing requirements within computer systems;
- Knowledge of principles and practices of producing effective project documentation including configuration documentation, technical support documentation, and knowledge documents for end-users;
- Knowledge of current trends in information technology;
- Knowledge of effective management principles and practices;
- Knowledge of customer service principles and practices;
- Knowledge of the courts, public sector organization and management, business information systems and practices preferred;
- Skill in developing technical requirements and specifications to meet customers' needs;
- Skill in project planning, communication and collaboration;
- Skill in evaluating and redesigning large scale application platforms, configuration and interfaces;
- Skill in organizing complex activities and coordinating with others to accomplish the project goals;
- Skill in coping with potentially stressful situations and making independent decisions;

- Skill in working and communicating with others to provide consultation and problem resolution;
- Skill in establishing and maintaining an effective, cooperative work environment;
- Skill with modern project management software solutions, such as Workfront;
- Ability to work in a fast paced, deadline driven environment;
- Ability to work in a team environment involving matrix organizations;
- Ability to manage multiple projects simultaneously while maintaining quality and meeting customer expectations;
- Ability to collaborate with vendors, contractors, government personnel and others to achieve project objectives;
- Ability to communicate at all levels with clarity and precision, both verbally and in writing;
- Ability to observe and suggest continuous project management improvements;
- Ability to resolve conflicting high-priority requirements;
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions;
- Ability to travel in and out of state in support of projects.

The Idaho Judiciary is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability, or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify human resources.

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