

Administrative Office of the Courts of Georgia
Job Description

Job Title: Junior Systems Analyst

Last Update:

FLSA Status:

Salary Minimum: \$62,000.00

Salary Maximum: \$72,000.00

Location: Atlanta, GA (with statewide travel required)

Job Code:	81812
Current Employee:	
Position Reports to:	Court Tools Manager
Salary Midpoint:	\$67,500.00
Pay Grade:	

Job Description, Responsibilities, Standards, and Qualifications

Position Summary

Under general supervision, the Systems Analyst supports the statewide Court Management System (CMS) and related applications by gathering requirements, analyzing workflows, and documenting system functionalities. This role serves as a liaison between business users and technical teams, ensuring that system solutions meet the operational needs of court-related agencies and offices. The position is **based in Atlanta** and requires **regular in-office presence** as well as **statewide travel** to court locations for meetings, training, and support. The work schedule may **vary based on project deadlines, training sessions, or site visits**.

Job Responsibilities

Business Analysis & Requirements Gathering

- Assist in collaborating with court clerks, judges, IT staff, and other stakeholders to identify and document system requirements.
- Assist in conduct requirements workshops, stakeholder interviews, and process mapping sessions.
- Assist in developing and refining user stories, acceptance criteria, and other requirement artifacts.

Workflow & Process Mapping

- Create detailed workflow diagrams, use cases, and process documentation to visualize CMS operations.
- Analyze existing business processes and identify opportunities for improvement or automation.
- Recommend and document system enhancements to improve efficiency and user experience.

Documentation & Technical Writing

- Prepare and maintain Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and system specifications.
- Develop user manuals, training guides, and knowledge base articles for CMS users.
- Document integrations, data flows, and interface requirements between systems.

System Testing & Validation

- Define and execute test cases to validate CMS functionality and ensure alignment with requirements.
- Coordinate with developers and QA teams to identify, troubleshoot, and resolve defects.
- Assist in facilitating and supporting user acceptance testing (UAT) with court staff and other stakeholders.

Training & User Support

- Provide first-tier support for CMS-related issues and escalate complex problems to the next support tier or vendor as appropriate.
- Assist in developing and conducting training sessions and webinars for end users.
- Maintain a knowledge base of troubleshooting steps, frequently asked questions, and best practices.

Team Collaboration & Continuous Improvement

- Partner with IT colleagues to support software installation, upgrades, and maintenance schedules.
- Stay informed about emerging technologies, business analysis methodologies, and trends in court or government IT systems.
- Maintain a consistent, high-quality, customer-focused approach in all interactions.

Work Environment & Schedule

- Position is **based in Atlanta** and requires **regular attendance at the office**.
- **Statewide travel** is required to court locations for training, meetings, and system support.
- Work schedule may **vary** depending on project needs, implementation schedules, and support requirements.
- Occasional evening or weekend work may be required during system rollouts or training events.

Entry Qualifications

- **Bachelor's degree** in Business, Information Technology, Computer Science, or a related field **and one year** of related experience; **OR**
- **Associate degree** in a related field **and three years** of related experience; **OR**
- **Five years** of experience in business analysis, process improvement, or IT system support.

Preferred Qualifications

- Experience with court or case management systems, or similar government IT projects.
- Strong ability to develop user stories, workflow diagrams, and detailed process documentation.
- Knowledge of Agile methodologies and the Software Development Lifecycle (SDLC).
- Proficiency in JIRA, Confluence, or similar tools for documentation and tracking.
- Strong troubleshooting skills in software and system integrations.
- Understanding of information security, data integrity, and backup/recovery procedures.
- Ability to train end users and create clear, user-friendly instructional materials.
- Excellent written and verbal communication skills, with the ability to translate technical details into business-friendly language.

Standards and Expectations

- Maintains a professional, customer-focused approach in all interactions.
- Demonstrates initiative, accountability, and adaptability in a dynamic work environment.
- Upholds confidentiality and adheres to data security policies.
- Promotes a collaborative and inclusive team environment focused on continuous improvement.

To Apply:

Send your resume and cover letter, in .pdf format, to resume@georgiacourts.gov. Resumes will be accepted until an appropriate number of candidates are received.

Subject line must include: **Junior Systems Analyst**

Additional Information:

Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered but may not necessarily receive an interview. Selected applicants will be contacted by the hiring manager to complete next steps in the hiring process.