

Legal Services National Technology Assistance Project

Business Analyst

Helping nonprofit legal aid programs improve client services through innovative use of technology.

www.lsntap.org

Business Analyst - Illinois Legal Aid

Description

The Business Analyst is responsible for the online triage and intake system (OTIS) on the nationally recognized IllinoisLegalAid.org, owned and operated by Illinois Legal Aid Online (ILAO). OTIS is an online tool that guides people to the best available legal help for their problems. The Business Analyst serves as OTIS' product owner. The Analyst works closely with ILAO's seven, legal-services partners, who use the system to screen potential clients and receive online applications. They work with system stakeholders to assess their needs, recommend requirements for the system, manage the transfer and design of program triage rules and system settings, and conduct regular ongoing analysis of system use and performance. The Business Analyst reports to ILAO's Program Director.

Primary Responsibilities

System analysis and improvement - 40%

- Improve ILAO's product by analyzing system requirements, studying system capabilities, and writing specifications
- Identify use problems and recommend controls, protocols and other changes to resolve those issues
- Evaluate system performance through regular collection, analysis and reporting of relevant data, particularly data that demonstrates efficiencies and effectiveness
- With Software Product Director, develop and maintain a system map and roadmap for future development
- Manage ongoing user testing of the system, including engaging user testers

Business needs assessment and system configuration - 25%

- Assess participating provider business needs for online triage and intake; align those needs

with appropriate system configuration

- Develop and evaluate triage rules and intake settings the increase the efficiency and effectiveness of Illinois' legal services ecosystem
- Advocate to legal services partners to include ILAO's system into their service delivery
- Develop, share and enforce system standards for plain language, usability, and functionality

Training and user engagement and support - 25%

- Manage and respond to user feedback - both administrative users (provider staff and volunteers) and end users (provider applicants and clients)
- Develop, implement and evaluate system training program for participating partners; collaborate with participating partners to improve their use and understanding of the system
- Provide references for both types of users by writing and maintaining user documentation, including FAQs
- Assist with marketing the system to target audiences

Professional growth & development - 5%

- Participate in local and statewide collaborations related to legal aid, self represented persons, community technology, and other topics relevant to Business Analyst's goals
- Keep up-to-date on best practices and emerging trends in technology, business analysis, analytics, user experience, and Agile practices

Other activities - 5%

- Participate in sprint meetings, as needed
- Participate in staff and other meetings
- Participate in organizational events and campaigns
- Other responsibilities as assigned

Qualifications

- Strategic analyst with the desire and ability to configure and improve systems and processes
- Able to translate business needs into software requirements and communicate those to both stakeholders and developers
- Superior written and verbal communication skills
- Able to negotiate competing priorities and user needs within the product and across product lines
- Understanding of software design and development processes
- Understanding of good user experience practices and user research methods
- Good customer service - patient, responsive and empathetic to users
- Excellent organization and attention to detail, and able to prioritize tasks for on-time delivery
- Data-driven and decisive; desire to evaluate, revise and continuously improve
- Works well on a team and willing to pitch in where needed to get the job done

- Not afraid to fail; desire to learn, succeed and improve
- Passion for the mission and vision of Illinois Legal Aid Online

Education/Experience:

- Bachelor's degree in business, computer science or IT related field or equivalent experience
- 3-5 years as a business systems analyst or similar experience
- Demonstrated experience writing software requirements and documentation
- Demonstrated experience analyzing information
- Superior computer skills including fluency in using the Internet, proficiency in Google Apps and Microsoft Office (Excel, PowerPoint, Word)
- Preference given to candidates with:
 - Experience using legal technology or triage systems
 - Experience working with Agile development

About the Organization

For more than 17 years, Illinois Legal Aid Online (ILAO) has simplified the law so that all people can resolve their problems. Through innovation, we lower barriers to the law so that people can understand their legal options, make informed decisions and, when necessary, represent themselves in court.

ILAO's free programs provide essential legal services and support 24/7/365 to the people of Illinois, focused on lower-income individuals and families, legal aid advocates and pro bono professionals.

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