



GEORGIA PUBLIC DEFENDER COUNCIL

Job Title: Business Support Analyst 2
Job Code: GSP131
Grade: K

Salary Minimum: \$44,998.81
Salary Midpoint: \$59,143.37
Salary Maximum: \$73,287.92

Job Description:

Under general supervision, performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in the Public Defender offices. May partner with other divisions to resolve challenges with performance ratios in the areas of operations, case management, or procedure management for Public Defender Offices. Exercises various latitudes of independent judgement. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions. Assists with onboarding, training, or providing task guidance to team members.

Job Responsibilities and Performance Standards:

- Analyzes operational data in case management system (JCATS, Odyssey, etc.) and makes decisions based on findings in compliance with agency guidelines and procedures.
- Creates reports as required to support agency needs in JCATS and/or Odyssey.
- Analyzes various departmental reports—monthly, quarterly, and annually for trends and best possible outcomes to support agency operations.
- Conducts quality control assessments of JCATS reporting in Public Defender offices, statewide.
- Escalates issues, risks, and technology related problems appropriately.
- Supports the management of projects/initiatives to enable efficient and effective management from concept to implementation as assigned.
- Travels throughout the state to Public Defender offices to support and assist in data collecting, reporting and assessment.
- Oversees the development and on-going management of a variety of program areas.
- All other duties as assigned.
- Serves at the pleasure of the Executive Director.

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Technical Competencies:

- Ability to prepare, review and analyze all JCATS reports.
- Ability to pay attention to detail.
- Ability to make decisions in compliance with agency specific rules, regulations, policies and procedures.
- Ability to train other employees.
- Knowledge of the operations of the agency.

Entry Qualifications:

Bachelor's degree in business or a related field from an accredited college or university AND Two years of experience in assigned area. An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER