IT Business Analyst IV - IT Division

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Resumes are not accepted in lieu of State of Texas application

Description

Our Mission

The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.

Our IT Division

TCOLE's Information Technology Division is at the forefront of developing and managing innovative software solutions that empower law enforcement agencies across Texas. We create tools for peace officer, jailer, and telecommunicator training, compliance tracking, and regulatory management. Our division strives to produce tools and resources that make it effortless for law enforcement agencies and professionals to remain compliant with TCOLE licensing requirements and standards so their primary focus can be on protecting Texas citizens. We empower our agency through continuous modernization and strategic investment in a highly skilled workforce that drives innovative solutions and exceptional service delivery.

Who We're Looking For

The Texas Commission on Law Enforcement (TCOLE) is seeking an Information Technology Business Analyst IV to join the Information Technology Division located at 6330 E HWY 290, Suite 200, Austin, TX.

The IT Business Analyst IV performs advanced business analysis work supporting the systems development life cycle and strategic technology initiatives. They will work closely with the Chief Information Officer (CIO) to develop technology roadmaps, manage project backlogs, and align IT projects with organizational goals. They will oversee the gathering, development, and documentation of user requirements for complex IT systems and modernization initiatives, while facilitating requirements gathering activities with subject

matter experts and process owners across the organization. They will work under minimal supervision with considerable latitude for the use of initiative and independent judgment.

Salary is dependent on qualifications and experience. The salary range is $84,182 - $105,000 salary group B27. The Job Class for this position is 0224.

Examples of Work Performed

Oversees the gathering, development, and documentation of user requirements for complex IT systems and modernization initiatives.

Creates, reviews and analyzes complex system documents to convey business requirements and support efficient system design.

Uses familiarity with modern technologies to formulate detailed project plans and implementation strategies.

Analyzes existing processes, applications, and services for modernization opportunities and monitors the backlog for consolidation of project activities with modernization initiatives.

Facilitates and leads requirements gathering activities with subject matter experts and process owners across the organization.

Works closely with IT Operations and Development teams, as well as process owners, to execute project plans effectively.

Reviews, assesses, and develops business documentation and processes to support organizational effectiveness and regulatory compliance.

Coordinates and assigns work to external vendors and contractors, defining, assigning, and evaluating their work to complete projects and service requests.

Creates use cases, coordinates and/or participates in user acceptance testing (UAT) and testing of new system functionality to validate quality and ensure user satisfaction.

Monitors project progress and ensures adherence to established timelines and quality standards throughout the systems development life cycle.

Collaborates with project stakeholders, leaders, and executive staff to ensure alignment with strategic objectives.

Identifies potential project risks and difficulties and designs strategies to mitigate or avoid them.

Closes communication and feedback loops with project stakeholders throughout all phases of implementation.

Creates comprehensive business documentation and end user guides to support system adoption and operational effectiveness.

Prepares budgetary cost estimates and develops project implementation proposals, documentation and scheduling; writes technical specifications and requests for proposals.

Analyzes program policies and procedures to determine their effect on automated systems and system functional areas.

Other duties as assigned.

Qualifications

Required Education and Experience:

- Bachelor's Degree in Computer Science, Information Systems, Data Analytics, Business Administration, or related fields from an accredited institution

- Five to eight (5-8) years of progressively responsible experience in business analysis, project management, or related IT field, with at least three (3) years specifically in the IT industry

- Education and experience may be substituted for each other on a year-for-year basis

Required Skills, Knowledge, and Abilities:

- Ability to maintain the highest standards of security and safeguard critical infrastructure. This includes adhering to strict background checks, reporting any suspicious activities, and participating in security training and drills as required.

- Knowledge of software development life cycle and systems development life cycle concepts; business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources; and project management principles and practices

- Knowledge of modern information technologies and their application to business processes and organizational effectiveness

- Skill in business analysis methodologies; in analyzing and evaluating complex information technology applications, policies, and issues; and in developing creative and workable solutions to complex problems and issues

- Skill in Project Management, organization, negotiation, communication, change management, quality assurance, and Agile project methodologies

- Ability to analyze and interpret technical information, including regulations, policies, and automation system documentation/specifications; to communicate in writing; to translate user/business needs into a technical style; to communicate technical instructions to system users; to analyze, evaluate, and integrate business rules into system requirements; to exercise sound judgment in making critical decisions; and to communicate effectively

- Ability to direct program activities, solve complex problems, develop policies and procedures, and manage multiple projects independently

- Ability to work with minimal supervision, prioritize competing demands, and make strategic decisions within established guidelines

- Ability to establish effective working relationships with diverse stakeholders across divisions and external agencies

- Ability to motivate others to meet deadlines without direct supervisory authority

Preferred Education and Experience:

- Project Management Professional (PMP), Certified Business Analysis Professional (CBAP), or Project Management Institute certification (PMI-PBA or PMI-ACP)

- Certified ScrumMaster (CSM) or Certified Scrum Product Owner (CSPO) certifications

- Experience working within Texas state government, regulatory agencies, or law enforcement administration

- Experience implementing enterprise IT systems, data governance programs, or information management systems in a government or regulated environment

Preferred Skills, Knowledge, and Abilities:

- Knowledge of Agile project methodologies and frameworks including Scrum and Kanban

- Understanding of law enforcement data systems, regulatory compliance requirements, and public safety information management

- Experience with vendor management, contract coordination, and procurement processes for IT services and solutions

- Experience providing training or technical assistance to government personnel on system implementation and business processes

- Proficiency with project management tools, database management systems, and business intelligence platforms

Why work at TCOLE?

Working for the Texas Commission on Law Enforcement (TCOLE) empowers you to make an impact on public safety while engaging in continuous learning within a supportive environment. You'll play a crucial role in upholding high law enforcement standards, collaborating with local agencies, and enhancing the well-being of Texans. As a Texas State employee, you will have access to our comprehensive benefit programs including:

- Comprehensive health, dental, and vision insurance plans with several types of coverage to state employees and their eligible family members

- 12 - 16 days of annual paid holidays

- At least eight hours of paid vacation and up to eight hours of paid sick leave each month for full-time employees

- Retirement options with the State of Texas Retirement that provide flexibility and security

- Health and Wellness programs including wellness leave, fitness and weight management programs, and personalized wellness tools

- TCOLE is a qualifying organization for the Public Service Loan Forgiveness Program

- The Discount Purchase Program provides access to an online marketplace offering discount on a wide range of products and services

All positions with TCOLE are security sensitive. Applicants are subject to an in-depth background investigation including criminal history, employment history and

references, military, education, and personal references. Employment is contingent upon the verification of credentials and/or other information required.

Equal Opportunity Employer – TCOLE is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

ADA - In compliance with the Americans with Disabilities Act (ADA), TCOLE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the online application, contact the Human Resources Department at 512-936-0831. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

Military Occupational Specialty Codes - Military Specialty Codes that correspond to this job posting include MOS 35B, 36B, 310X, FN1D, 851X, 92L5, 3451, 3402, 1F0X1, 65FX, 3408, 1408, 3408, 8844, 65WX. More information can be found at: https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AccountingAuditingand Finance.pdf

Veterans Preference – Veterans, surviving spouses, and orphans of veterans may qualify for preference under Texas Government Code Chapter 657. Applicants who wish to claim Veterans preference must provide official documentation at the time of application to verify eligibility.

Benefits – For new hires and rehires, health insurance is available the 1st of the following month after a 60-day waiting period. More information about benefits is available at https://ers.texas.gov/benefits-at-a-glance