Credit Union Department, State of Texas

JOB ANNOUNCEMENT

Job Title: IT Business Analyst   Job Posting: 26-01
Agency: Credit Union Department   Department: CUD - Austin
Location: 914 E. Anderson Lane, Austin, Texas   Salary Group: B23 or B25
Annual Salary: $61,184 to $100,000[1]   Class Code: 0222 or 0223
Posting: Internal and External Audience   Travel: Up to 10%
Occup. Category: Information Technology   Shift: Day
Opening Date: October 1, 2025   Close Date: October 17, 2025

GENERAL JOB DESCRIPTION

The Information Technology Business Analyst works to improve the quality of information technology solutions to meet business needs at the Credit Union Department. Serves as the liaison function connecting a program area of an agency, stakeholders, subject matter experts, and the information technology department to identify users' business requirements and to coordinate the automation of new or improved existing systems to enhance business operations.

Performs business analysis work involving gathering, developing, and documenting user requirements; reviewing, assessing, and developing business processes; creating and validating user acceptance testing; performing post-implementation support of systems; and providing support for the systems development life cycle. Work involves developing and revising policies and procedures; establishing priorities, standards, and measurement tools for determining progress in meeting goals; coordinating and evaluating program area activities; and ensuring the successful implementation of SharePoint Online for Office 365 solutions across the agency. Accountable for future technology innovations and disaster recovery planning and mitigation strategies. Plans, assigns, and supervises the work of others.

DESCRIPTION OF LEVELS

IT Business Analyst II: Performs complex (journey-level) business analysis work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:

- Facilitate the service request life cycle through customer-related service request responses, business requirements coordination, technical specifications and related artifacts review; and monitor system integration and user acceptance testing prior to implementation.

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[1] IT Business Analyst II or III Salary is contingent upon experience of selected candidate

- Identify a project's potential risks and difficulties and design strategies to mitigate or avoid them.

IT Business Analyst III: Performs highly complex (senior-level) business analysis work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:
- Coordinate the analysis of program policies and procedures to determine their effect on automated systems and system functional areas.
- Coordinate with outside vendors and contractors to complete projects and service requests; and define, assign, and evaluate their work.
- Identify opportunities to improve business processes through automation and help prepare proposals to develop new systems.
- Consult on the analysis of an application, troubleshoot system problems, and implement solutions.
- Provide complex quality assurance consultation to, or oversight of, projects, assignments, or special initiatives.
- Review complex project deliverables such as charters, design documentation, test plans, and risk assessment plans; and provide comments and suggestions to document owners.
- Develop training curricula and conduct formal training sessions covering assigned systems modules.
- Develop the design and/or review of test cases; process change requests; and manage a project's scope, acceptance, installation, and deployment.

ESSENTIAL JOB FUNCTIONS
- Responsible for management and configuration of the Department's SharePoint Online for Office 365 system, including assessment and implementation of new capabilities.
- Lead, manage, and coordinate the Department's regulatory and reporting applications, including managing capacity, performance, and availability of the solutions and there compatibility with the Department's SharePoint Online for Office 365 system.
- Recommend and develop the Department's information technology plan to support Department's objectives.
- Ensure appropriate configuration, support and maintenance of information and communication technology.
- Direct implementation and execution of new/upgraded information technology, network infrastructure and SAAS.
- Use project management practices to ensure communication and successful conclusion of IT projects.
- Develops IT policies, standards, practices and security measures to ensure effective and consistent information processing operations and to safeguard information resources.

- Responsible for the development, review and testing of all back-up and disaster recovery procedures and plans for information technology and strategic support services.
- Responsible for lifecycle management, and procurement of software and hardware assets, and SAAS.
- Responsible for managing relationships with key IT service providers of managed services, hosted services and SAAS.
- Responsible for IT training program that provides operation assistance to Department staff in the efficient use of information technology, including Department computer security controls and procedures.
- Regulates and reviews access to computer data files and prevents unauthorized modification, destruction, or disclosure of information.
- Prepares annual and longer-term information technology plans and related budgets.
- Coordinates and communicates with the Texas Department of Information Resources on compliance with statutes related to information technology and serves as the Department's Information Resource Manager (IRM).
- Provides direction and oversees the operational and reporting activities relating to human resources, procurement, contract management, facilities management including the Department's Capital Improvement Plan.
- Directly supervises and evaluates assigned staff to assure attainment of designated goals, operation within statutory authority, fulfillment of statutory responsibilities, compliance with internal policies and procedures, and enforcement of applicable laws and rules.
- Proactively identifies, recommends and/or implements process improvements and departmental efficiencies.
- Serves as the Department's SORM Primary Risk Manager, overseeing and reporting on the Department's risk and security programs, the Department's annual safety inspection, and the SORM annual site visit.
- Oversees the implementation of building and computer system security plans with agency personnel and outside vendors, including adherence to documented processes and procedures and monitoring.
- Performs other work as assigned.

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

Skills:
- Skill in business analysis methodologies;
- Skill in analyzing and evaluating complex information technology applications, policies, and issues; and

- Skill in developing creative and workable solutions to complex problems and issues.

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

ACADEMIC REQUIREMENTS
- Experience and/or education in a field relevant to the work being performed. May substitute experience and education for one another, if appropriate and allowed by statute.

MINIMUM QUALIFICATIONS
- Excellent verbal and written communication skills.
- Experience in managing and maintaining an Information Security Program.
- Experience in troubleshooting technical problems involving software and operating systems.

PREFERRED QUALIFICATIONS
- At least five years of similar or related experience.
- Experience administering SharePoint Online for Office 365.
- TS, ITP, MCSE or other MS Certification.
- Experience in troubleshooting technical problems involving software and operating systems.
- Experience in managing IT projects with project management processes.
- Experience in managing service providers.
- Experience with State procurement processes and procedures.
- Three (3) years supervisory experience.

SPECIAL REQUIREMENTS
- **Application Submission Requirements:** Applicants must submit a signed and completed State of Texas Employment Application to be considered. Resumes may accompany an application but will not substitute for the application.
  - Cover letter summarizing qualifications.
  - An official copy of college transcript(s)

- **Background Checks:** Final applicants may undergo employment credit checks, driving record reviews, and criminal background screenings.
- **Employment Eligibility Verification:** Selected candidates will be subject to an E-Verify employment eligibility check.

MILITARY OCCUPATIONAL SPECIALTY CODES

Veterans: The following resources provide valuable information and additional job opportunities:

- **Military to Civilian Occupation Translator:**
  http://www.careerinfonet.org/moc/

- **Texas Veterans Commission Employment Assistance:**
  https://www.tvc.texas.gov/employment/veterans/

The State Auditor's Office has published updated state job descriptions and the Military Crosswalk, which are available on their website: http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions . Additionally, the related Conversion Manual can also be accessed on their website at: http://www.hr.sao.texas.gov/CompensationSystem/ConversionManual .

ADA ACCOMMODATIONS

In compliance with the Americans with Disabilities Act (ADA), CUD will provide reasonable accommodation during the hiring process for individuals with a qualifying disability. If reasonable accommodation is needed to participate in the interview process, please notify the person who contacts you to schedule the interview. If you need assistance completing the on-line application, contact the Staff Services Officer, Biancaja Sugars, at 512-837-9236 or via email at CUD_HR@cud.texas.gov.

PRE-EMPLOYMENT CHECKS AND WORK ELIGIBILITY

- **Citizenship:** Consistent with the Immigration Reform and Control of 1986 and other applicable laws, all offers of employment are contingent upon the candidate having legal authorization to work in the United States.
- **Driver's License:** Final applicants must possess or obtain within 90 days a valid Texas Driver's license. Satisfactory driving records are required for driving any vehicle to conduct agency business.   Final applicants must certify that personally owned vehicles used for agency business have Texas minimum liability coverage and valid state inspection sticker.
- **Selective Service:** All males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement.

- **Records Check:** Final applicants will be subject to an employment credit check, driving record check, and criminal background check. This position requires that the incumbent demonstrate strong personal financial responsibility and integrity.
- **Non-Smoking Agency:** The Department is a non-smoking Agency. Smoking is not permitted in agency offices.
- **Benefits:** CUD offers insurance coverage and other benefits available through the State of Texas Group Benefits Plan administered by the Employee Retirement System of Texas (ERS).

SUBMIT APPLICATIONS TO

Please direct applications to **Biancaja E. Sugars**, Staff Services Officer, Credit Union Department, via email at CUD_HR@cud.texas.gov, mail to 914 East Anderson Lane, Austin, TX 78752-1699, or fax to (512) 832-0278. Alternatively, you may submit your application through WorkinTexas.com. All applications must be received by 5:00 p.m. on the closing date. State applications can be obtained from either the Credit Union Department website or WorkinTexas.com.

A successful submission includes:
- State of Texas Application
- Resume
- Coversheet (optional)
- Copy of Official Transcript(s)
- Copy of Certifications

The Credit Union Department is an Equal Employment Opportunity Employer and strictly prohibits discrimination based on race, color, religion, sex, national origin, veteran status, age, or disability in employment or the delivery of services. Individuals with disabilities who require reasonable accommodation will not be excluded from consideration based on their disability. Applicants in need of reasonable accommodation during the application process should contact **Biancaja E. Sugars**, Staff Services Officer at (512) 837-9236.

Nearest Major Market: Austin