Business Process Analyst
CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)
Wisconsin Court System

If you have experience providing software support and training to end users including troubleshooting complex software issues; gathering user requirements; software testing; and creating training materials for end users, we encourage you to apply for the **Business Process Analyst** position at the Wisconsin Court System.

Join an elite information technology team as we develop, implement, and support new web-based software in support of the Wisconsin Court System. Individuals who enjoy developing and supporting cutting-edge software in a team environment, and working directly with end users as they migrate to new systems are encouraged to apply. Candidates must be self-motivated and have a commitment to providing high-quality systems and services to the Wisconsin Court System. Multiple hires are expected.

LOCATION: Madison, WI, certain positions with this Department may allow remote work for a portion of their work schedule, depending on the needs of the position and the work unit. This topic may be discussed in the interview process. The position is headquartered in Wisconsin and selected candidates may be expected to report to office locations in Wisconsin on short notice. Employees residing outside the state of Wisconsin are not eligible for full-time remote work.

SALARY: Starting salary will be $88,400 annually, with a State of Wisconsin benefits package.

RESPONSIBILITIES:
1) Provides advanced software support to Wisconsin Court System employees, attorneys, legal staff, state and local governmental agencies and the general public using CCAP-provided desktop and custom web-based applications via phone, email and chat. 2) Implements new and upgraded software by conducting in-person and remote training, creating user documentation, and designing training materials. 3) Performs software testing and provides software development support to CCAP's programming teams by creating user requirements, software design, writing and executing tests, and conducting user acceptance testing on behalf of users. 4) Completes special projects.

QUALIFICATIONS:
1) Experience providing software support. 2) Expert level understanding of business processes, requirements gathering, and quality assurance techniques. 3) Excellent written and oral communication skills, and interpersonal skills. 4) Experience effectively training adult learners. 5) Excellent knowledge of computer systems, including commercial and custom desktop and web-based software applications. 6) Ability to analyze the business functions and the IT needs of the court system and to identify the appropriate solutions. 7) Ability to prepare training materials and technical documents for end users. 8) Ability to travel statewide to train CCAP customers and implement new software systems throughout the enterprise. 9) Knowledge of generally accepted accounting principles preferred.

SPECIAL REQUIREMENTS:
1) Employment will require a criminal background check. 2) Must meet the minimum standards for driving a state vehicle. 3) Must be able to travel throughout the State of Wisconsin with occasional overnights.

TO APPLY:
Please submit a cover letter and resume in a **single .pdf document** indicating the position **Business Process Analyst – #24-2417** to human.resources@wicourts.gov. All materials should address your relevant education, experience, and skills as it relates to the qualifications and special requirements listed above. Failure to follow these procedures may result in your disqualification.

DEADLINE:
In order to be assured consideration, applications must be received by 11:59 PM on May 12, 2024. The Wisconsin Court System will provide reasonable accommodations to qualified applicants when requested. For additional information on the court system, visit our website at www.wicourts.gov.

Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER