State Office of Risk Management
Job Announcement

State Office of Risk Management
POSTING NUMBER: 22-0222
JOB TITLE: Systems Analyst II   **WORKING TITLE:** Cloud Application Administrator
MONTHLY SALARY: $4,539.00
POSTING DATE: November 17, 2021   **DURATION:** Until Filled
LOCATION: 300 West 15th Street, 6th Floor, Austin, TX 78701

GENERAL DESCRIPTION

The State Office of Risk Management (SORM) is looking for an IT professional to serve as a Cloud Application Administrator. This person should have a strong desire for learning and utilizing new technologies to design and deliver effective user solutions. As a Cloud Application Administrator, this person will perform highly complex administrative work supporting all aspects of a new cloud-based Risk Management Information System (RMIS). Responsibilities for this position include applying a change management process, developing workflows, creating data management solutions, managing user account security, and coordinating system updates with the Software as a Service (SAAS) vendor. This person will support and maintain the integrity of all data for risk management, insurance services, workers' compensation, and continuity of operations (COOP) programs. Work also involves supporting internal and external customers; analyzing and assessing legacy systems, including integrations with other systems; translating end user needs; and following the application lifecycle management (SDLC) recommended practices. This person will serve as a systems subject matter expert for SORM web application projects, and ad hoc tasks as assigned.

ESSENTIAL JOB FUNCTIONS

Maintain claim, risk management, and insurance information in the cloud-hosted Risk Management Information System (RMIS).
Serves as contact with internal and external customers to provide technical and operational expertise, problem resolution, transmission of data, information extraction and training
Responsible for user security, data integrity, and data validations
Determines operational, technical, and support requirements for integration of data into target-systems, and documents requirements for maintenance of computer data systems
Develops queries to retrieve, modify and manipulate data related to workers' compensation, risk management, insurance and training, including the data feeds to the data warehouse
Supports the extracts of statistical data from RMIS in response to data requests
Supports the creation of reports in RMIS
Development and support configurations of workflows, forms, and code lists within RMIS
Configures screens and welcome pages, and builds custom dashboards and widgets
Supports functional execution and development of batch extracts, and data imports and file exchanges
Configures data entry events, due dates, actions triggered by the event, and automated event notifications
Assists with defining integration goals and creates flow charts and diagrams describing logical and operational steps of integrations
Analyzes current applications, scheduled tasks, and business processes to align services and ensures consistent performance in RMIS
Plans RMIS implementations, replacements, improvements, and deprecations on the front-end with the cloud RMIS vendor
Coordinates with RMIS vendor to automate business processes to improve delivery of data and customer service
Provides front-line support to internal and external users of the RMIS environment
Supports the establishment and enhancement of business resiliency so SORM can quickly adapt during disruptions while maintaining continuous business operations
Responsible for maintaining users and access/security rights in RMIS, including adding, deleting, and assigning and modifying permissions
Provides support in maintaining MySQL and Microsoft SQL databases.
Performs related work as assigned
Maintains relevant knowledge necessary to perform essential job functions
Attends work regularly in compliance with agreed-upon work schedule
Ensures security and confidentiality of sensitive and/or protected information
Complies with all agency policies and procedures, including those pertaining to ethics and integrity
Experience in solving problems; scheduling, testing, installing, and implementing programs; and troubleshooting computer systems.
Performs related work as assigned
Maintains relevant knowledge necessary to perform essential job functions
Attends work regularly in compliance with agreed-upon work schedule
Ensures security and confidentiality of sensitive and/or protected information
Complies with all agency policies and procedures, including those pertaining to ethics and integrity

MINIMUM QUALIFICATIONS

Education: Graduation from high school or equivalent
Education: Bachelor's degree from an accredited college or university; experience in the following (or closely related) fields may be substituted for the required education on a year-for-year basis:
Knowledge of system analysis, design methodology, and application/software systems in a cloud-based enterprise environment.
Ability to create, modify, and maintain dashboards, and explain the information on them
Knowledge of the principles, practices, and techniques of systems analysis; of computer operations procedures and systems; and database systems
Familiarity with MySQL, Microsoft SQL, related connectors, stored procedures, and queries.
Familiarity with Microsoft Excel, including pivot tables, and data organization and manipulation
Experience developing and delivering training on web applications to staff
Knowledge of application security measures and user access principles
Excellent analytical, organization and problem-solving skills
Skill in handling multiple tasks, prioritizing, and meeting deadlines
Skill in exercising sound judgment and effective decision making
Skill in effective oral and written communication
Strong interpersonal skills and ability to build consensus across organizational resources
Ability to receive and respond positively to constructive feedback
Ability to work cooperatively with others in a professional office environment
Ability to provide excellent customer service
Ability to arrange for personal transportation for business-related travel
Ability to work more than 40 hours as needed and in compliance with the FLSA
Ability to lift and relocate 30 lbs.
Ability to travel (including overnight travel) up to 5%

PREFERRED QUALIFICATIONS

Experience working in the Public Sector

Experience: Three years of systems administration, monitoring, database administration, programming, or closely related experience

Knowledge in Application Administration with web-based applications, Amazon Cloud, and other similar platforms

Knowledge of XML and XML file conversion, HTML, CSS, and java script

Experience using and maintaining databases and stored procedures

Risk and insurance industry experience

Risk management information system experience (Origami Risk preferred)

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through www.WorkInTexas.com. A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn: Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777. Military Crosswalk information can be accessed at http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf.

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