

State Office of Risk Management

Job Announcement

State Office of Risk Management

POSTING NUMBER: 22-0932

JOB TITLE: Systems Administrator IV

MONTHLY SALARY: \$5,416.67-\$5,416.67

POSTING DATE: August 9, 2022

LOCATION: 300 West 15th Street, 6th Floor, Austin, TX 78701

WORKING TITLE: Cloud (SaaS) Application Administrator

DEPENDING ON QUALIFICATIONS

DURATION: Until Filled

GENERAL DESCRIPTION

The State Office of Risk Management is looking for a passionate IT professional to serve as the agency's Cloud Application Administrator. This person should have a strong desire for learning and utilizing new technologies to design and deliver effective user solutions. As the 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 maintain and ensure the integrity of all data for risk management, insurance services, workers' compensation, and continuity of operations (COOP) programs. Work also involves generating and transmitting reports to internal and external customers; analyzing and assessing legacy systems, including integrations with other systems; translating end user needs; and following structured application lifecycle management practices. This person will serve as the systems subject matter expert for IT web application projects. SORM is a diverse and inclusive state agency. We serve the public by directly serving other state entities with their workers' compensation claims, insurance and risk management programs, and continuity of operations (COOP) plans. SORM's unique culture embraces communication, creativity, and critical thinking. We hire results-oriented, curious, innovative, and adaptable people with a strong desire to help our clients, and one another, succeed. SORM continually seeks to enhance the agency's expertise and service by hiring talented people whose aspirations align with the Office's vision. If you are a service-minded professional with the desire to work effectively and collaboratively with diverse colleagues and are looking for the stability of state service, we would love to visit with you. As a state employee, you are automatically enrolled in the state's retirement plan, and are eligible for additional health insurance benefits. Level of Complexity of State Classification: Highly Complex Level of Supervision of State Classification: Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

Function Description

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 database security, data integrity, and data validations

Details input and output of record formats for systems and documents findings

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

Extracts and compiles statistical data from RMIS in response to data requests

Builds reports in RMIS, using a reporting tool similar to Crystal, Reports, Cognos, Tableau, etc.

Gathers and compiles data necessary for a wide variety of standard and customized reports, including scheduled Daily, weekly, monthly, quarterly, annually, bi-annually report

Creates pivot tables and uses other advanced functions in Excel to analyze data.

Manages ongoing configurations of workflows, forms, and code lists within RMIS

Configures screens and welcome pages, and builds custom dashboards and widgets

Manages batch extracts, and data imports and 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-Risk Management Information System vendor

Coordinates with Risk Management Information System vendor to automate business processes to improve delivery of data and customer service

Responsible for providing timely direction and feedback to RMIS vendor, and coordinating and implementing major modifications to the application

Provides front-line support to internal and external users of the RMIS environment

Establishes or enhances 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 expertise in maintaining MySQL and Microsoft SQL databases.

Trains and assists other IT staff in accomplishment of assigned projects.

Coordinates business analysis for State Office of Risk Management processes

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:

Five years of full-time experience working with cloud (SaaS) applications or closely related technologies

Extensive 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

Experience with Tableau, Crystal Reports, or similar reporting tool, including writing custom reports

Knowledge of the principles, practices, and techniques of systems analysis; of computer operations procedures and systems; and database systems

Experience with MySQL, Microsoft SQL, related connectors, stored procedures and queries.

Expertise in 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
Expertise in Application Administration with Salesforce, Amazon Cloud or similar platform
Knowledge of XML and XML file conversion
Experience with .NET, JavaScript, and C#
Experience working in NIST compliant environments
Experience using and maintaining databases and stored procedures
Risk and insurance industry experience a plus
Risk management information system experience a plus (Origami Risk preferred)
Five or more years of systems administration, monitoring, database administration, programming, or closely related experience
Skill in identity and access principles and implementation in a cloud environment

TRAVEL

5%

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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