TEXAS COMPTROLLER OF PUBLIC ACCOUNTS
invites applications for the position of:

Change Enablement/Change Management Analyst

<table>
<thead>
<tr>
<th>JOB POSTING #:</th>
<th>3E05.16</th>
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<tbody>
<tr>
<td>STATE CLASSIFICATION #:</td>
<td>0256</td>
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<tr>
<td>STATE CLASSIFICATION TITLE:</td>
<td>Systems Analyst V</td>
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<tr>
<td>SALARY GROUP:</td>
<td>B24</td>
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<td>VACANCIES:</td>
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<td>CLOSING DATE/TIME:</td>
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<tr>
<td>SALARY:</td>
<td>$4,917.00 - $5,500.00 Monthly</td>
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<tr>
<td>LOCATION:</td>
<td>Austin, TX (LBJ), Texas</td>
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<td>DEPARTMENT:</td>
<td>Fiscal Management</td>
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**GENERAL DESCRIPTION:**

Performs advanced change enablement, change management and governance work to prepare agencies to deploy the Centralized Accounting and Payroll/Personnel System (CAPPSS). Assists state agencies with the transition to a new way of conducting business through utilization of CAPPSS. Facilitates CAPPSS Governance activities by scheduling and planning meetings, coordinating system change request materials, facilitating and recording committee votes, documenting meeting minutes, and maintaining the CAPPSS Website and SharePoint repository. Work involves collaborating with other divisions within the Comptroller’s Office and other state agencies. Works under minimal direction with considerable latitude for the use of initiative and independent judgment.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

Governance support: Provides highly advanced consultation and analysis of CAPPSS for both Central and Hub instances as requested. Governance support duties include, but are not limited to:

- Oversees and participates in the scheduling and coordination of all system governance meetings, including Steering Committee and User Group meetings.
- Coordinates and documents all system governance voting results.
- Maintains all documentation in support of system governance.
- Maintains the CAPPSS Website and SharePoint repository.
- Ensures that status reports are produced and posted in accordance with current service level policies.
- Communicates complex concepts both verbally and in writing.

Change Enablement/Change Management: Supports advanced stakeholder consultation and knowledgebase of CAPPSS in order to provide newly deploying agencies with a framework for change. Assists agencies with the transition to a new way of conducting business through the utilization of CAPPSS. Support duties include, but are not limited to:

- Designs and implements a change strategy and supporting activities that facilitate movement for new CAPPSS agencies from awareness, understanding, acceptance and finally commitment of the CAPPSS program.
- Coordinates and cooperates with the CAPPSS Managed Services vendor to implement a Change Enablement/Change Management program that the Comptroller’s office can recycle upon request.
- Prepares and manages the Project’s Change Management Plan focusing on four primary areas: Change Leadership, Project Communications, Workforce Transition, and Training and Knowledge Transfer.
- Develops templates and tools for: analyzing stakeholders’ needs in relation to ERP solutions; aligning organizational roles and responsibilities to support an organizational structure that can effectively transition to an ERP operating environment.
• Provides leadership and assesses organizational change readiness: Identifies and supports change agent networks; develops and manages media and communication plan.
• Performs change impact analysis; analyzes and advises in workforce transition strategies, training needs assessment, and continued change management process review.
• Prepares the readiness checklist so that User, Organizational, Process and Technical readiness is assessed and addressed prior to deployment activities beginning.
• Advises where processes can be re-engineered when practical, where best practices should be fully investigated and applied; and, where system customizations can be kept to a minimum.
• Evaluates statewide system processes and tools for ways to achieve greater efficiency and effectiveness in meeting agency objectives.
• Recommends redesign, configuration, and business process changes using Software Development Best Practices.

Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS REQUIREMENTS:**

**Education:**

• Graduation from an accredited four-year college or university with a Bachelor's degree.
• Complete copies of college transcripts must be furnished to the divisional hiring representative at the time of the interview for positions requiring a college degree, and/or specific educational credits.

**Preferred Education:**
Graduation from an accredited four-year college or university with a Bachelor's degree in Business, Accounting, Finance, Human Resources, Public Administration, Communications, Computer Science, Computer Information Systems, or Management Information Systems.

**Experience:**

• Five (5) years of experience performing business process analysis and improvement functions.
• Five (5) years of experience in ERP related process or systems analysis work on any one or combination of the following: general ledger/commitment control, purchasing/e-procurement, accounts payable, billing/accounts receivable, inventory, asset management, project costing, customer contracts, grant accounting, planning and budgeting, human resources, time and labor, position management, payroll, performance management, learning management, talent acquisition management, and employee/manager self-service systems.
• Two (2) years of experience implementing and managing change enablement/change management processes.
• Two (2) years of experience working with highly configurable ERP solutions involving Financials Management, Human Resource/Payroll Management, or Supply Chain Management.
• Two (2) years of experience drafting written communications.

**Preferred Experience:**

• Experience working with PeopleSoft Financials modules, version 8.8 or higher, or PeopleSoft Human Resources/Payroll modules, version 8.3 or higher, or PeopleSoft Supply Chain Management modules, version 8.8 or higher.
• Experience working with Texas state government processes, policies and procedures.
• Experience managing large projects and programs to facilitate business process improvements.
• Experience coordinating change enablement activities on a large-scale ERP implementation project.
• Experience working with governance and a governance structure with many stakeholders.
• Experience in planning and executing a communications strategy.

**Substitution:**
One (1) additional year of experience performing business process analysis and improvement functions may substitute for thirty semester hours of educational requirement with a maximum substitution of 120 semester hours (four years).

**Preferred Certifications:**
Project Management Professional (PMP), Certified Public Accountant (CPA), Certified Payroll Professional (CPP), Professional in Human Resources (PHR), Society for Human Resources – Certified Professional (SHRM-CP), Society for Human Resources – Senior Certified Professional (SHRM-SCP) or Senior Professional in Human Resources (SPHR).
Note:

- Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in Signal Corps, Network Operations and Systems, Client Systems or other related fields pertaining to the minimum experience requirement may meet the minimum qualifications for this position. Please call Human Resources, CPA Veterans Liaison at 512-475-3560/800-531-5441 for more information or assistance.
- Additional Military Crosswalk information can be found at: http://www.hr.sao.state.tx.us/Compensation/JobDescriptions.aspx

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Software development life cycle methodology
- Software change control processes
- Human resources, payroll, and accounting processing procedures

**Skill in:**

- Using standard office software and equipment
- Performing business or systems analysis using a defined methodology
- Using a personal computer in a Windows environment and Microsoft software
- Identifying and analyzing resources needed and actions to be taken to ensure division needs are met with a quality product (Research, Analysis and Verification)
- Prioritizing, identifying and communication project resources and updates needed to complete multiple projects concurrently within scheduled deadlines (Project Management)
- Using effective written and verbal communication to convey information in a clear, concise manner (Communication)
- Identifying and resolving problems by using strong analytical techniques, innovative approaches and taking initiative in preventing and solving problems (Problem Solving)

**Ability to:**

- Willingly share information and expertise with others
- Identify and communicate personal training and development needs to supervisor with personal development plan at the beginning of each appraisal cycle; attend, apply and share training information with section personnel (Training and Development)
- Establish and maintain working relationships with co-workers, agency staff and management to achieve common goals (Teamwork)
- Plan, organize, and prioritize multiple assignments to effectively manage a fast paced and changing work environment without compromising accuracy (Adaptability)
- Consistently meet internal and external customer needs and expectations in a professional manner (Customer Service)
- Act in the best interest of the agency, maintain confidentiality and continually strive to improve self and job performance (Professional Conduct and Development)
- Maintain confidentiality and protect the privacy of state employees, taxpayers and other members of the public (Privacy and Information Security)

**Work Hours:**
8 a.m. to 5 p.m., 40 hour work week, Monday through Friday. May occasionally work evenings, weekends or holiday. Hours may change based on business needs.

**Travel:**
5%

**Physical Requirements:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
This position requires the incumbent to primarily perform sedentary office work; however, mobility (standing and walking) is routinely required to carry out some duties. It requires extensive computer, telephone and client/customer contact. It requires the ability to bend, stoop, kneel, and reach as needed for filing and similar routine office duties. The job also requires normal cognitive abilities requiring the ability to learn, recall, and apply certain practices and policies. It requires the stamina to maintain attention to detail despite interruptions. Marginal or corrected visual and auditory requirements are required for reading printed materials and computer screens and communicating with internal and external customers.

NOTES:

- Applicants may be asked to participate in a skills demonstration and/or presentation.
- Salary is contingent upon qualifications and is subject to salary administration and budgetary restrictions.
- CPA employees in the same job classification, if selected, will be laterally transferred with no increase in salary. (An example might be an Accounts Examiner III in Revenue Administration who moves to an Accounts Examiner III in the Enforcement division.)
- Complete copies of college transcripts must be furnished to the divisional hiring representative at the time of the interview for positions requiring a college degree, and/or specific educational credits.

VETERANS:

We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen.

IMPORTANT NOTE TO ALL APPLICANTS:

Unless otherwise indicated on specific postings, regular attendance is an essential job requirement of all positions. Your application for employment with the Comptroller of Public Accounts may subject you to a criminal background check. All positions requiring a degree and/or licensing require proof of degree and/or license at time of interview. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Only applicants scheduled for interviews will be contacted.

Thank you for considering employment at the Comptroller of Public Accounts! The Comptroller's office is an equal employment opportunity employer.

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.comptroller.texas.gov/careers/

111 East 17th Street #124
Austin, TX 78774
512-475-3560
human.resources@cpa.texas.gov

Change Enablement/Change Management Analyst Supplemental Questionnaire

* 1. Your responses to the questions below must also be stated in the appropriate sections of your state application. For example, if the position requires experience using MS Word and/or MS Excel, that experience must be indicated in the Duties and Responsibilities section. Please certify that all the information concerning your application is true and complete, and that you understand that any misstatement, falsification or omission may be grounds for refusal to hire or if hired, termination. Click "Yes" that you have read and understand this statement.

☐ Yes
2. Which best describes your level of education?

- JD
- PhD
- Master's degree
- Bachelor's degree
- 90 semester hours
- Associate's degree
- 60 semester hours
- 30 semester hours
- High School or GED
- None of the above

3. Do you have a bachelor's degree from an accredited college or university in one or more of the following preferred concentrations? (Check all that apply.)

- Accounting
- Business
- Communications
- Computer Science
- Computer Information Science
- Finance
- Human Resources
- Management Information Systems
- Public Administration
- None of the above

4. How many years of experience do you have performing business process analysis and improvement functions?

- Nine or more years of experience
- Eight years of experience but less than nine years of experience
- Seven years of experience but less than eight years of experience
- Six years of experience but less than seven years of experience
- Five years of experience but less than six years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

5. How many years of experience do you have in ERP related process or systems analysis work on any one or combination of the following: general ledger/commitment control purchasing/e-procurement accounts payable billing/accounts receivable inventory asset management project costing customer contracts grant accounting planning and budgeting, human resources time and labor position management payroll performance management learning management talent acquisition management employee/manager self-service systems

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

6. How many years of experience do you have implementing and managing change enablement/change management processes?

- Ten or more years of experience
- Five years of experience but less than then years of experience
- Two years of experience but less than five years of experience
- One year of experience but less than two years of experience
- Less than one year of experience
- No experience
7. How many years of experience do you have working with highly configurable ERP solutions involving Financials Management, Human Resource/Payroll Management, or Supply Chain Management?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- Two years of experience but less than five years of experience
- One year of experience but less than two years of experience
- Less than one year of experience
- No experience

8. How many years of experience do you have drafting written communications?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- Two years of experience but less than five years of experience
- One year of experience but less than two years of experience
- Less than one year of experience
- No experience

9. Do you have experience working with any of the following? Check all that apply.

- PeopleSoft Financials modules, version 8.8 or higher
- PeopleSoft Human Resources/Payroll modules, version 8.3 or higher
- PeopleSoft Supply Chain Management modules, version 8.8 or higher
- None of the above

10. How many years of experience do you have working with Texas state government processes, policies and procedures?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

11. How many years of experience do you have managing large projects and programs to facilitate business process improvements?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

12. How many years of experience do you have coordinating change enablement activities on a large-scale ERP implementation project?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

13. How many years of experience do you have working with governance and a governance structure with many stakeholders?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience
* 14. How many years of experience do you have with planning and executing a communications strategy?

- Ten or more years of experience
- Five years of experience but less than ten years of experience
- One year of experience but less than five years of experience
- Less than one year of experience
- No experience

* 15. Do you have any of the following certifications? Check all that apply.

- NCIC/TCIC
- Project Management Professional (PMP)
- Certified Public Accountant (CPA)
- Certified Payroll Professional (CPP)
- Professional in Human Resources (PHR)
- Senior Professional in Human Resources (SPHR)
- Society of Human Resource Management-Certified Professional (SHRM-CP)
- Society of Human Resource Management-Senior Certified Professional (SHRM-SCP)
- None of the above

* Required Question