



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

The Consolidated Court Automation Programs (CCAP) for the Wisconsin Court System is seeking qualified candidates for a full-time **Business Process Analyst – Quality Assurance**. The Business Analyst – Quality assurance plays a key role in ensuring the reliability, accuracy, and overall quality of CCAP's software and IT operations. This position leads testing efforts, maintains quality standards, and collaborates closely with product owners and development teams to deliver high-performing, user-focused software. Well-qualified candidates who are passionate about quality and continuous improvement are encouraged to apply. This position is available starting immediately.

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: \$86,153.60 to \$94,764.80 annually with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

RESPONSIBILITIES:

1) Establishes quality standards and metrics for IT processes and documentation. 2) Develops quality assurance plans for custom software, commercial software upgrades, and infrastructure changes. 3) Conducts quality assurance testing for CCAP software releases and operations initiatives. 4) Builds test automation. This includes creating and maintaining CCAP's suite of automated tests. 5) Collaborates with the product owner team on user acceptance testing. 6) Creates and maintains test plans, testing procedures, and testing best practices. 7) Maintains a defect tracking log. 8) Reports and reviews defect reports for resolution. 9) Provides continuous quality monitoring and audits IT process and standards, adherence to policies, ticket quality, etc. 10) Develops enterprise-wide policies, procedures, and best practices. 11) Provides user support to the Wisconsin Court System, attorneys, legal staff, state and local government agencies and the general public using CCAP-provided computer applications.

QUALIFICATIONS:

Required: 1) Bachelor's degree in business administration, information systems, computer science, public administration, or a related field (or equivalent combination of education and experience). 2) Two to five years of experience in software quality assurance including creating and executing quality assurance test plans, test procedures, or automated tests. 3) Experience working with software systems, applications, or business workflows. 4) Experience communicating effectively with non-technical users, both verbally and in writing. 5) Experience managing or prioritizing multiple tasks, issues, or requests in a service-oriented environment. 6) Excellent knowledge of computer systems, including hardware, peripherals, and relevant web or software productivity applications in use in the court system. 7) Good knowledge of business processes, requirements gathering, and quality assurance techniques. 8) Excellent written and interpersonal skills. 9) Ability to analyze the business functions and the IT needs of the court system and to identify the appropriate hardware and software needs. 10) Ability to prepare training materials and technical documents for end users. 11) Ability to travel statewide to train CCAP customers and implement new software and hardware systems throughout the enterprise.

Preferred: 1) Experience in a court system, legal environment, or government operations. 2) Experience with or knowledge of agile scrum software development methodology. 3) Experience with custom software. 4) Experience using defect tracking or ticket management systems. 5) Experience with incident response methodologies.

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. 4) The Wisconsin Court System does not sponsor work visas. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States, and to complete the required employment eligibility form upon hire.

TO APPLY:

Please submit a cover letter and resume in a single .pdf document indicating the position **#26-2637 Business Process Analyst – Quality Assurance** 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 September 30th 2026. 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.

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

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER