



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. This position also provides customer support one day per week in the CCAP Call Center. Well-qualified candidates who are passionate about quality and continuous improvement are encouraged to apply. **This position is available starting January 11, 2027.**

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) Conducts quality assurance testing for CCAP software releases and operations initiatives, including creating and maintaining test plans, writing tests, and completing and documenting tests. 2) Collaborates with the product owner team on user acceptance testing (UAT). 3) Collaborates with developers on regression testing. 4) Develops quality assurance plans for custom software, commercial software upgrades, and infrastructure changes. 5) Establishes and maintains testing procedures and best practices. 6) Works with test automation, including creating and maintaining CCAP's suite of automated tests. 7) Maintains a defect tracking log. 8) Reports and reviews defect reports for resolution. 9) Establishes quality standards and metrics for IT processes and documentation. 10) Provides continuous quality monitoring and audits IT process and standards, adherence to policies, ticket quality, etc. 11) Develops enterprise-wide policies, procedures, and best practices. 12) Provides user support to the court system, attorneys, legal staff, state and local government agencies and the general public using CCAP-provided 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 and test procedures. 3) Proficiency in designing test scenarios, managing user acceptance testing (UAT), regression testing and tracking resolutions. 4) Experience working with software systems, applications, or business workflows. 5) Experience communicating effectively with non-technical users, both verbally and in writing. 6) Experience managing or prioritizing multiple tasks, issues, or requests in a service-oriented environment. 7) Excellent knowledge of computer systems, including hardware, peripherals, and relevant web or software productivity applications used in the court system. 8) Good knowledge of business processes, requirements gathering, and quality assurance techniques. 9) Excellent written and interpersonal skills. 10) Ability to occasionally travel statewide to meet with or train CCAP customers.

Preferred: 1) Three to five years of experience in software quality assurance including creating and executing quality assurance test plans and test procedures. 2) Experience in a court system, legal environment, or government operations. 3) Experience with or knowledge of agile scrum software development methodology. 4) Experience with custom software, creating and executing automated tests, and using defect tracking or ticket management systems. 5) Experience handling customer inquiries and problem resolution through phone, email or chat in a fast-paced call center environment.

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 **#26-2645 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 November 12, 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