

EIRA Coordinator (Accessibility Specialist III)

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Resumes are not accepted in lieu of State of Texas application

Description

Our Mission

The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.

Our IT Division

The Network and Cybersecurity team within the TCOLE IT Division serves as the digital guardian of Texas law enforcement training, compliance, and records systems. Our team is dedicated to protecting critical infrastructure, safeguarding sensitive data, and ensuring the integrity of the systems that support the agency. We defend against evolving cyber threats while maintaining the secure, accessible, and reliable systems that Texas law enforcement, corrections, and telecommunicator professionals depend on.

Who We're Looking For

The Texas Commission on Law Enforcement (TCOLE) is seeking an EIRA Coordinator (Accessibility Specialist III) to join the Enforcement Division located at 6330 E HWY 290, Suite 200, Austin, TX.

The Accessibility Specialist III performs highly complex (senior-level) accessibility work involving creating digital content and other forms of Electronic Information Resources (EIR). Conducts testing and evaluation of web pages, mobile applications, and software interfaces to ensure they meet accessibility standards. Serves as an Accessibility Subject Matter Expert (SME) and contributes to team leadership activities. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

Salary is dependent on qualifications and experience. The salary range is \$69,572 - \$81,404. The Job Class for this position is 0342 and salary group is B25.

Examples of Work Performed

Analyzes and tests various information communication technology formats to meet accessibility standards using automated and manual testing tools and techniques as well as assistive technologies.

Identifies and evaluates accessibility compliance impact and conformance with WCAG Success Criteria, recommends changes to make content accessible, and remediates accessibility issues.

Manages and updates portfolio of agency information resources requiring accessibility standards, ensuring compliance across all TCOLE digital platforms and law enforcement training materials.

Performs comprehensive accessibility assessments of practices and systems specific to law enforcement training platforms, certification systems, and public-facing resources.

Reviews vendor accessibility documentation for hardware and software to determine compliance level before purchase, including review of RFP/RFO documentation and analysis of vendor provided accessibility conformance reports (VPAT).

Works with vendors and procurement processes to obtain required documentation for technology acquisitions.

Manages and oversees work of 3rd party vendors, ensuring accessibility compliance in contracted services and solutions.

Assesses accessibility risks, escalates issues as appropriate, and prioritizes activities across multiple projects.

Leads complex accessibility projects across various agency systems and platforms.

Mentors junior accessibility staff and coordinates with other teams on accessibility integration.

Conducts research into accessibility documentation and best practices for authoring/development tools and platforms to support content authors, developers and designers.

Creates reports that describe accessibility obstacles and provide technical guidance and recommendations to overcome obstacles, including summary reports that address deficiencies in meeting accessibility standards with detailed defect descriptions and code examples.

Delivers testing results and participates in follow-up discussions to develop improvement strategies.

Provides coaching, guidance, training and technical support to various staff on remediation of EIR to meet accessibility compliance standards.

Leads formal accessibility training courses and implements industry best practices for accessibility services for digital content and Electronic Information Resources.

Develops and delivers instructional materials, courses, aids, and manuals to meet accessibility training needs, including multi-session courses on various software applications and accessibility testing tools.

Works with management to develop and improve accessibility team processes and procedures.

Reviews accessibility exception requests with supervisory staff.

Ensures compliance with all Federal, State, and agency procedures, policies, rules, and laws.

Other duties as assigned.

Qualifications

Required Education and Experience:

- Bachelor's degree from an accredited four-year college or university with a degree in Computer Science, Information Technology of Information Systems, Human-Computer Interaction, or related field.
- At least six (6) years of full-time experience in EIR including the development, implementation or interpretation of policies and procedures in a public and private agency.
- One of the following professional certifications:
 - IAAP Web Accessibility Specialist (WAS), or
 - IAAP Certified Professional in Accessibility Core Competencies (CPACC), or
 - IAAP Certified Professional in Web Accessibility (CPWA)
- Education and experience may be substituted for each other on a year-for-year basis.

Required Skills, Knowledge, and Abilities:

- Ability to maintain the highest standards of security and safeguard critical infrastructure. This includes adhering to strict background checks, reporting any suspicious activities, and participating in security training and drills as required.

- Comprehensive knowledge of local, state, and federal laws relating to accessibility for electronic information resources for people with disabilities including the Web Content Accessibility Guidelines (WCAG), Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), Texas Government Code Section 2054.460, and Texas Administrative Code Chapters 206 and 213.
- Knowledge of MS Office and Adobe Acrobat Professional with the ability to train others in using these authoring tools to produce accessible documents and forms.
- Knowledge of HTML and PDF tag structures, attributes and properties relating to accessibility.
- Proficiency in web, application, and accessibility technologies with understanding of their application in law enforcement training and certification systems.
- Knowledge of basic research methods and tools, data visualization tools, and visual analysis and color sampling techniques.
- Skill in the use of a computer and applicable software, such as Microsoft Office 365.
- Ability to analyze and solve complex and difficult problems of accessibility; to use various accessibility applications; to develop effective data collection tools such as surveys, questionnaires, and interviews; and to communicate effectively.
- Ability to perform accessibility testing using manual and tool assisted methods, including identifying the relevant applicable accessibility success criteria and/or best practices.
- Ability to independently conduct research and present findings on technical topics, including accessibility and coding standards, development and authoring tool sets, and user experience and user interface design.
- Ability to use MS Windows based workstations without a mouse, configure workstation accessibility features, and navigate documents, forms and web applications using assistive technology including screen reading and voice response software.
- Ability to work and communicate effectively with diverse teams including technical and non-technical staff, designers, developers, content authors, managers, purchasing staff, legal and executive leadership, and law enforcement personnel.
- Ability to write effectively and professionally about highly technical topics for technical and non-technical audiences, including law enforcement professionals with varying levels of technical expertise.

- Ability to oversee and/or supervise the work of others, including third-party vendors and contractors.

Preferred Education and Experience:

- Experience working within or alongside state agencies, regulatory bodies, or public sector organizations, particularly those involved in law enforcement or public safety.
- Experience conducting accessibility reviews, audits, or testing in a government or regulated environment.
- Familiarity with assistive technologies and adaptive strategies, including assistive software, devices, and accessibility features of major operating systems.
- Advanced Drupal content management system experience and development skills.
- Experience with Content Management System environments, particularly Drupal and WordPress.
- Experience providing training or technical assistance to accessibility personnel, agencies, or stakeholders in law enforcement or public safety contexts.

Preferred Skills, Knowledge, and Abilities:

- Development skills, particularly advanced experience with Drupal content management systems and custom module development.
- Knowledge of accessibility audit and quality assurance tools and processes, both automated and manual.
- Familiarity with web technologies, particularly HTML5, CSS, JavaScript, and their implementation in law enforcement training platforms.
- Familiarity with technical standards for accessibility, particularly WCAG, WAI-ARIA, and Section 508.
- Experience with accessibility testing tools such as IBM Equal Access Accessibility Checker, Microsoft Accessibility Insights, the ARC Tool Kit, Wave and others.
- Knowledge of keyboard accessibility and screen reader accessibility testing methods.
- Understanding of cybersecurity principles as they relate to accessible technology implementation.

Why work at TCOLE?

Working for the Texas Commission on Law Enforcement (TCOLE) empowers you to make an impact on public safety while engaging in continuous learning within a supportive environment. You'll play a crucial role in upholding high law enforcement standards, collaborating with local agencies, and enhancing the well-being of Texans. As a Texas State employee, you will have access to our comprehensive benefit programs including:

- Comprehensive [health, dental, and vision](#) insurance plans with several types of coverage to state employees and their eligible family members
- 12 - 16 days of [annual paid holidays](#)
- At least eight hours of paid vacation and up to eight hours of paid sick leave each month for full-time employees
- Retirement options with the [State of Texas Retirement](#) that provide flexibility and security
- [Health and Wellness programs](#) including wellness leave, fitness and weight management programs, and personalized wellness tools
- TCOLE is a qualifying organization for the [Public Service Loan Forgiveness Program](#)
- The [Discount Purchase Program](#) provides access to an online marketplace offering discount on a wide range of products and services

All positions with TCOLE are security sensitive. Applicants are subject to an in-depth background investigation including criminal history, employment history and references, military, education, and personal references. Employment is contingent upon the verification of credentials and/or other information required.

Equal Opportunity Employer -- TCOLE is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

ADA - In compliance with the Americans with Disabilities Act (ADA), TCOLE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the online application, contact the Human Resources Department at 512-936-0831. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

Military Occupational Specialty Codes -- Similar military occupational codes include 0673 and 16KX. More information about military occupational codes can be found at: https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Veterans Preference -- Veterans, surviving spouses, and orphans of veterans may qualify for preference under Texas Government Code Chapter 657. Applicants who wish to claim Veterans preference must provide official documentation at the time of application to verify eligibility.

Benefits -- For new hires and rehires, health insurance is available the 1st of the following month after a 60-day waiting period. More information about benefits is available at <https://ers.texas.gov/benefits-at-a-glance>