

Karen Richards – Resume from Texas SOS

Background

Began career with the Secretary of State's Office in 1981 in the IT Department; transferred to the Elections Division in 1982 to work in the Voter Registration Department.

Member of committee to draft Administrative Rules for the Implementation of the National Voter Registration ACT (NVRA) in 1995.

Promoted to Program Director of Voter Registration in 1997.

Member of the Task Force Committee to oversee the implementation of the Federal "Help American Vote Act" (HAVA); serves as a subject matter expert in the HAVA compliant "TEAM" statewide database of registered voters.

Point of contact for various governmental agencies to ensure compliance and incorporate all statutory mandates.

- Department of Public Safety
- Bureau of Vital Statistics
- Office of Court of Administration
- State Comptrollers Office
- Texas Online (Texas.Gov)
- Texas State Attorney General Office

Work Experience / Responsibilities

Manage the State database of registered voters in accordance with Texas Election Code Code statutory mandates. Ensures that all functionality and requirements are in compliance with state statute and that county officials questions and statutory requirements are met through the application.

Responsible for cross training all voter registration employees on the functionality of the application and delegate duties to the six other staff members; dependent upon an individuals specific knowledge and skill sets; overseeing that the tasks are completed in an accurate and efficient manner.

Draft memoranda from the Voter Registration Department to the County Officials of Texas regarding implementation of new legislation, jury requirements or TEAM related functionality.

Draft articles for the monthly TEAM Newsletter and a quarterly submission for the TACA newsletter.

Review potential new legislation during Legislative sessions pertaining to voter registration, election management or jury functionality.

Act as liaison between the Elections Division and Information Technology Support (IT) division; working to identify and prioritize all work efforts regarding defects and enhancements regarding the Team Election Administrative Management (TEAM) system.

Draft work requirements for all new functionality introduced to TEAM and coordinate all functional and stress test efforts for each version release of TEAM.

Provide continual communication with IT so proper and timely information can be relayed to our customers and priority projects stay on task.

Work on a daily basis with the different county and vendor users with the TEAM functionality; assisting the counties on the proper usage of the system. This work mandates the capability to troubleshoot a problem, identify a resolution and to upload or download files to a county to resolve various diagnosed PC, internet or printer problems.

Responsible for the identification and documentation of all defects from the different phases of testing the TEAM application. The application is tested for both functional and performance related issues prior to each scheduled version release. Upon resolution of a defect or implementation of a new feature; conduct regression testing to validate the resolution or enhancement was incorporated properly within the application.

Create both positive and negative test cases for all Unit Testing.

Attend meetings to provide input and status on the progress and testing efforts for TEAM and to provide prioritization and work requirements for pending tasks.

Responsible for coordinating with counties to obtain the correct and timely submission of their input file to be used for the creation of their jury source file; initiate the proper jobs to run for the reconstitution process for all counties, produce a statistical report and follow-up letter for each county.

Conduct some of the TEAM training sessions of the county personnel to be trained on all functionality of the application.

Responsible for review and edits of all training material

Make oral presentations at County Officials seminars to groups of 500 or more in regards to voter registration laws, jury wheel requirements, new legislation, TEAM online demonstrations and data processing requirements.

Process Public Information requests from general public and Legislative members for voter registration and voting history information.