

Investigative Analyst III

Opening Date: 4/17/23

Closing Date: 5/17/23

Department: Investigative Analytics and Services

Work Location: Knoxville, TN

Salary Range: \$59,700-\$79,600

Named one of the "Best Places to Work" in the federal government in each of the last 6 years by the Partnership for Public Service, the TVA Office of the Inspector General is a federally-mandated oversight organization charged with preventing and detecting fraud, waste, and abuse and fostering efficient and effective operations within the Tennessee Valley Authority. TVA is the largest government-owned electric utility in the United States, providing electricity to 10 million people in 7 states.

The Investigative Analyst, Level III is an experienced position that works independently and demonstrates advanced proficiency in providing analytical and technical support for Special Agents in conducting investigations designed to prevent fraud, waste, abuse, and mismanagement in TVA programs and operations. This position may serve as the Terminal Agency Coordinator (TAC) and requires communication and collaboration with Special Agents, Investigative Analytics and Services team members, various TVA employees, and external parties from local, state, and federal law enforcement agencies.

Primary Responsibilities:

1. Performs in-depth research to support investigative casework and requests to include querying internal and external databases for case-related data such as contracts, invoices, badging, employment history, FOIA requests, and indices for information related to a particular case. Compiles, analyzes, and summarizes data that may be evidentiary in nature for use in investigations, reports, and other projects and presents well-organized results to special agents.
2. Enters EmPowerline and other concerns into the case management system. Updates the EmPowerline database and communicates with complainants as needed. Thoroughly vets incoming concerns by gathering related information to support or refute the allegations received. Coordinates the review and disposition of the concern with Investigations leadership, which may include referring concerns to TVA management, OIG Audit or an external agency.
3. Coordinates the referral of concerns to TVA management as appropriate and tracks timeliness of referral responses. Evaluates the adequacy of the response and sends follow up questions if needed. Notifies OIG management and the complainant when the referral is resolved. Prepares and reviews related reports as needed.
4. Independently prepares a variety of OIG Investigative reports by composing narratives and statistical summaries of investigative cases and investigative activities. Effectively drafts clear, concise, and thorough reports. Responds to requests from TVA, other Federal OIGs, CIGIE, and Congress for information related to OIG investigative activities. Responds to management or agent requests for

ad-hoc reports that may require querying data and preparing the data in a logical format. Updates DOJ databases for information, such as use of force or case-related data.

5. May conduct criminal checks on individuals as appropriate for investigative activities, such as casework, backgrounds, and Lautenberg reporting.
6. May serve as the Terminal Agency Coordinator. Responsible for ensuring agency compliance with the FBI Criminal Justice Information Services (CJIS) security policy and CJIS system-specific policy manuals. Manages all user accounts. Creates, maintains, and updates agency policies regarding CJI. Participates in metrics calls and FBI CJIS and DOJ audits.
7. Performs quality assurance reviews of the closed investigations to ensure they are complete and comply with CIGIE investigative standards, OIG policies and procedures, and Attorney General Guidelines. Reviews each case to ensure all checklist items are complete. Proactively resolves any issues identified with the assigned case agent.
8. May serve as the primary point of contact for the Senior Special Investigator and Senior HR Consultant in the employee background investigation process. Responsible for initial setup of background cases including obtaining related documents, such as credit checks, vital records, and criminal history, from external sources. Monitors timeliness via portal reports to ensure required milestones are accurate and within the allowed federally mandated timeframe.
9. Prepares for hearings, trials, and other written or oral presentations by (1) organizing material for discovery; (2) preparing visual aids, charts, graphs, timelines, and tables; and (3) redacting information from documents or videos. Teaches others how to effectively assist for hearing and trial preparation.
10. Maintains case-related paper files in accordance with OIG procedures. Assists agents with case files as needed. Scans files into the case management system, makes copies of documents, and files documents in physical case files. Retrieves data from files as requested. Maintains and organizes the file room. Ensures annual record destruction process is completed by identifying cases subject to destruction according to document retention policy.
11. Stays fully informed on existing legislation or regulations, such as the IG Act, TVA Act, IG Empowerment Act, CIGIE Guidelines and Attorney General Guidelines. Monitors changes to those guidelines, as well as any new or proposed legislation or regulations that may impact OIG Investigations. Keeps Investigations management and staff informed of significant or expected changes.
12. May be the administrator for software applications and manage records related to investigative activities.
13. Performs other duties as assigned by management.

Minimum Requirements

- Minimum of 4 years of experience providing office and administrative support in a local, state, or federal agency responsible for conducting criminal, civil, and/or administrative investigations.
- Experience writing narrative summaries to describe business and/or investigative activities to a variety of stakeholders.
- Experience compiling and summarizing performance metrics and statistics.
- Experience using Microsoft Excel to perform data analysis and create charts, graphs, and other visuals to present findings.

- Experience using Microsoft Word to draft, review, edit, and format a variety of reports and documents.

Desired Experience

- Experience working with an Office of the Inspector general.
- Comprehensive knowledge of the IG Empowerment Act and Attorney Guidelines.
- Experience using Power BI to create dashboards and other data visualizations.
- Certified Fraud Examiner.

Job Specific Competencies

- **Attention to Detail**—Produces high quality, consistent, and reliable work products free from error and bias. Works with agents, management, other investigative team members to support the quality and effectiveness of all investigative work products produced by the team, and supports team members in producing high quality work. Proactively aggregates relevant and related information to include in work products to provide a comprehensive response that can be easily leveraged by those acting on the information. Models and gives guidance on guidelines for producing high quality written work products.
- **Communication Skills**—Displays consistent ability to communicate professionally, both verbally and in writing. Communicates effectively in challenging or unique circumstances. Demonstrates ability to build consensus and agreement. Shares knowledge and effectively builds and maintains a network of contacts within TVA, and local, state, and federal law enforcement agencies. Influences team members, leadership, and individuals involved in investigative activities. Demonstrates the ability to draft effective, concise, high quality written reports and present complex information to relevant stakeholders.
- **Customer Orientation**—Anticipates customer needs and understands when to look for ways to go beyond what the customer requested. Quickly and effectively solves difficult customer problems in a way that strengthens the relationships with the customer. Regularly measures customer satisfaction and proactively takes action when expectations are not met.
- **Initiative**—Anticipates the next work activity/priority well in advance. Proactively identifies key individuals in the process and reaches out to them gather their input and any needed information. Independently takes action to move work forward and proactively communicates actions with key stakeholders. Provides guidance and direction to other team members as needed. Understands of the purpose of work performed and can articulate the purpose to others.
- **Collaboration, Teamwork, and Team Building**—Actively listens to others' ideas and offers support and encouragement. Routinely gives feedback, expresses concerns, and states disagreement in a tactful, honest, and constructive manner. Regularly and eagerly provides valuable assistance, information, and other support to team members when needed. Builds partnerships with key stakeholders and leverages those relationships for assistance and support that enables work to be accomplished in a more effective and efficient manner. Helps other team members build relationships as well.

Knowledge, Skills, and Abilities

- **Office Tools and Software**—Serves as a subject matter expert in the use of all available OIG tools and technology to support investigative work. These tools include MS Excel, Power Query, Power BI, Altia, MS PowerPoint, and MS Visio to create investigative exhibits; MS Word to effectively

document interview notes and other evidence; and Investigations' case management system to maintain case files with proper security and procedures. Makes recommendations on how to more effectively leverage these tools to perform investigative work. Mentors and helps less experienced team members improve their skills using these programs.

- **Knowledge of Investigative Policies and Procedures**—Demonstrates a strong knowledge of OIG office and investigative policies and procedures. Ensures that work complies with CIGIE Quality Standards for Investigations and the processes outlined in the OIG Investigative Handbook. Is fully informed of the U.S. Criminal Code, Federal Rules of Criminal Procedure, CIGIE Quality Standards for Investigations, relevant Attorney General Guidelines, and federal ethics and conduct standards, as well as the TVA Act, IG Act as amended, and the IG Empowerment Act.

Working Conditions/Environment

- This job operates in a normal professional office environment and routinely uses standard office equipment, such as computers, phones, copiers, fax machines, and filing cabinets.
- While performing the duties of this job the employee is regularly required to talk/hear customers, use hands to type/write, and spend prolonged periods sitting at a desk, working on a computer. Moderate walking, continuous standing, and climbing stairs may occasionally be required by the employee.
- Business travel and overnight travel required. Applicants must possess a valid US driver's license, and be able to operate a motor vehicle.
- TVA OIG offers a flexible work environment that incorporates regular telework. In order to participate in telework, employees need to maintain a home work environment that meets the standards required in the OIG telework program policy. Frequency of telework may vary by employee depending on personal preference and operational needs/conditions.