

Title: Assistant HR Systems Administrator	Effective Date: August 10, 2021	Grade: XIV	Job Category: Professional
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CHARACTERISTICS OF WORK

Under supervision of Division administration, this position is responsible for providing backup support and assisting with administration of all technical aspects of the six primary Human Resources (HR) computer applications including the Workforce Talent Acquisition System (WTA), Performance Management System, Learning Management System, Visual Communication System (VCS), Workforce Central Timekeeping System, and Human Resources Information System (HRIS).

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Assist in supporting, updating, and maintaining all HR software application systems.
- Maintain user security roles and assignments in each system.
- Perform troubleshooting and communicate with technical support teams for each software application to resolve technical problems.
- Maintain organizational hierarchical information in each system as needed to ensure correct access at each level.
- Assist in maintaining workflow script library for all systems.
- Generate customized system queries and reports in response to management requests.
- Provide training to end-users.
- Provide assistance with end-user support for all HR applications for managers, employees, and external users as necessary.
- Perform systems testing for software updates and change order requests.
- Assist in creating and maintaining technical manuals and standard operating procedures for end-users.
- Assist with programming changes as needed in response to policies and procedures updates.
- Stay informed of employment law developments and make recommendations for technical updates as needed for compliance.
- Maintain and expand current knowledge of programming languages, development tools and object-oriented programming principles.
- Assist in creating and maintaining specialized databases and reporting tools.
- Assist in developing web applications for HR staff and various Department managers.
- Work cooperatively with Information Technology Division and other Department personnel to maintain, upgrade, troubleshoot, and document interface requirements and changes.
- Assist in maintaining HR Intranet Page and SharePoint sites.
- Assist in leading project teams.
- Assist in design requirements for VCS images and videos.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor's degree in computer science, human resources management or related field **OR** the educational equivalent to a diploma from an accredited high school plus four years' related experience. Experience writing, translating, and coding queries in SQL.

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Knowledge, skills and abilities:

Advanced knowledge of SQL Reporting Services and Server Management Studio. Knowledge of standard webpage markup and scripting languages. Demonstrated proficiency in SQL Reporting Services, Microsoft Access, Excel, Word and Outlook. Technical knowledge of Microsoft SharePoint. Mathematical ability and ability to accurately record and reconcile figures. Demonstrated technical writing and proofreading skills. Ability to learn and adapt quickly to new software technologies. Ability to communicate clearly and effectively. Ability to lead project teams effectively. Ability to interpret and apply Department policies and procedures as related to configuration of the various HR computer application systems to ensure compliance with policies, procedures, and applicable employment law. Well-developed sense of urgency and follow-through. Ability to follow detailed procedures and ensure accuracy in documentation and data. Self-motivated with strong organizational skills and the ability to multi-task.

Working conditions:

Office environment.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.