

Title: <b>Enterprise System Administrator</b>	Effective Date: June 19, 2021	Grade: XIX	Job Category: Professional
Prior Title: Transitioned from functional to official title on June 19, 2021; upgraded to a 19	Prior Effective Date: February 24, 2021	Grade: XIII	Page: 1 of 2

### ***CHARACTERISTICS OF WORK***

Under supervision of the Chief Fiscal Officer, this position is accountable and will coordinate with ARDOT Information Technology (IT) to provide administration, technical support, maintenance, customization, training and documentation updates for the organization’s Oracle Cloud Fusion Enterprise Resource Planning (ERP) system. This position will work closely with the ARDOT users, ARDOT Information Technology Department and Software Consultants to facilitate some of the duties below.

### ***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.

- Perform managerial functions including but not limited to hiring, terminating, evaluating performance of, approving timecards for and administering disciplinary actions to subordinate employees.
- Work with an Executive Management ERP Technical Advisory Group
- Receive, analyze and distribute all support issues surrounding the Oracle Cloud Fusion ERP system.
- Establish and implement standards for cloud operations according to specifications and parameters.
- Determine business needs and make system related decisions that best fit the requirements.
- Question and determine cost, business use, location of users, security, and other factors that bring the organization closer to its system goals and objectives.
- Coordinate with ARDOT IT to add and manage users, provision roles and data access sets based on organization-defined data security policies and user role matrix defined by the business.
- Coordinate with ARDOT IT to update and implement user security and roles within Oracle ERP Cloud Security based on functional documents provided by project team.
- Coordinate with ARDOT IT to build custom roles by tailoring Oracle seeded roles as per the business requirement.
- Review and audit end user accounts, permissions, and access rights.
- Align segregation of duties and security profiles.
- Coordinate with the management and staff on policy/business practices revisions related to the continued implementation and operation of the Oracle Cloud Fusion ERP system.
- Test and troubleshoot new system releases and plans for future requirements.
- Maintain and update user manuals and system documentation.
- Oversee and conduct periodic system related training for users.
- Provide coordination with Information Technology Division in the implementation of system related revisions and updates
- Remain familiar with current Oracle ERP system trends, procedures, policies, techniques and products.

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***MINIMUM REQUIREMENTS***

Education and experience:

The educational equivalent to a bachelor’s degree in computer science, accounting or related field. Experience in functional/technical development and implementation of an ERP system with progressively more responsible assignments (administration, training and support).

Knowledge, skills and abilities:

Thorough knowledge of Oracle ERP applications. Ability to interpret and apply Department policies and procedures. Supervisory capabilities and good human relations techniques. Good communication skills and effective teaching/training skills. Advanced knowledge of database technology including development of database queries and customization. Thorough knowledge of word processing and spreadsheet software, and the use of Microsoft Word and Excel. Ability to learn and adapt quickly to new software technologies. Ability to lead project teams effectively and facilitate meetings to bring disparate skill sets and viewpoints together to solve problems. 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. Occasional travel to various locations within the state.

Licenses, registrations and certifications:

Valid driver's license.

*("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.)*