

Title: <b>HR Systems Administrator</b>	Effective Date: June 8, 2022	Grade: XVI	Job Category: Professional
Prior Title: HR Systems Administrator	Prior Effective Date: June 6, 2019	Grade: XVI	Page: 1 of 2

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

Under supervision of Division administration, this position is responsible for 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, Compensation Management System, Workforce Central Timekeeping System, and Human Capital Management (HCM).

### ***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.

- Support, update, and maintain all HR software application systems.
- Maintain user security roles and assignments in each system.
- Maintain job class specification templates in WTA and the Performance Management System.
- Maintain system messages and modifications for the HCM, external candidate site, and internal candidate site.
- Perform troubleshooting and communicate with technical support teams for each software application to resolve technical problems.
- Maintain email communication templates and offer letter templates in WTA.
- Maintain organizational hierarchical information in each system as needed to ensure correct access at each level.
- Maintain database of requisition approver lists, pre-screener questions (knockout and marginal) for templates and individual requisitions in WTA.
- Maintain workflow script library for all systems.
- Generate customized system queries and reports in response to management requests.
- Provide technical training to end-users.
- Provide assistance with end-user support for all HR applications for managers, employees, and external users as necessary.
- Provide technical assistance with creating, loading, updating, and maintaining content in the Learning Management System Library.
- Perform systems testing for software updates and change order requests.
- Create and maintain technical manuals 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 and development tools.
- Work cooperatively with Information Technology Division and other Department personnel to maintain, upgrade, troubleshoot, and document interface requirements and changes.
- Maintain HR intranet page and SharePoint sites.
- Lead project teams.

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***MINIMUM REQUIREMENTS***

Education and experience:

The educational equivalent to a bachelor’s degree in business, organizational management, human resources management, computer science, or related field OR the educational equivalent to a diploma from an accredited high school plus four years of related experience. Work experience directly related to human resources and prior database system administration experience preferred. Experience writing, translating, and coding queries in SQL.

Knowledge, skills and abilities:

Knowledge of basic employment law concepts. Advanced knowledge of SQL Reporting Services and Server Management Studio. Knowledge of standard webpage markup and scripting languages. Demonstrated proficiency in Microsoft Access, Excel, Word and Outlook. 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.**