

Title:	Effective Date:	Grade:	Job Category:
<b>Fleet Management System Administrator</b>	June 17, 2023	XIV	Professional
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## ***CHARACTERISTICS OF WORK***

Under supervision of the Division Head of Equipment and Procurement, this position is responsible for administration of all technical aspects of the Equipment Management System software application, as well as some aspects of the Fuel Management System and GPS system.

## ***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.

- Maintain, update and support all Equipment and Procurement (E&P) software application systems.
- Maintain user security roles and assignments in each system.
- Perform troubleshooting and communicate with technical teams for each system to resolve technical issues.
- 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 E&P applications.
- Perform system 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 procedures updates.
- Assist in creating and maintaining specialized databases and report tools.
- Work cooperatively with IT Division and other Department personnel to maintain, upgrade, troubleshoot and document interface requirements and changes.
- Maintain E&P Internet Page and SharePoint sites.

## ***MINIMUM REQUIREMENTS***

Education and experience: The educational equivalent to a bachelor's degree in computer science, accounting or equivalent field OR the educational equivalent to a diploma from an accredited high school, plus four years' related experience. Experience identifying and developing solutions related to information technology. Experience providing user support for complex projects and problems.

Knowledge, skills and abilities: Knowledge of analytics utilizing Business Intelligence reporting or similar tools. Knowledge of standard webpage makeup and scripting language. Demonstrated proficiency in Microsoft Access, Excel, Word and Outlook. Demonstrated technical writing and proofing skills. Ability to learn and adapt quickly to new software technologies. Ability to communicate clearly and effectively. Ability to interpret and apply Department policies and procedures as related to configuration of all E&P computer application systems to ensure compliance with policy and procedures. 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.)*