

Title: Program Management Technician	Effective Date: April 22, 2024	Grade: XII	Job Category: Technician
Prior Title: Program Management Technician	Prior Effective Date: July 18, 2022	Grade: XII	Page: 1 of 1

CHARACTERISTICS OF WORK

Under the supervision of the Staff Engineer or Section Head, this position is responsible for assisting in the various phases of project development and the daily functions of the Program Management Division.

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.

- Prepare correspondence, forms, and other documents.
- Assist with tracking, compiling, and maintaining project information.
- Assist with updating and maintaining various datasets.
- Coordinate with Department personnel and external entities as necessary to assist in delivery of the Department’s construction program.
- Handle or dispatch data requests, billings and interoffice communication.
- Assist fellow staff members during peak workload periods.
- Use Microsoft Office and other various software to track and document project information and development.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to an associate’s degree from an accredited college or university in business or office administration, office technology or related field, OR the educational equivalent to a high school diploma plus two years of related experience. Experience with office processes and procedures.

Knowledge, skills and abilities:

Knowledge in office procedures and records, and good command of business English and mathematics. Proficiency in Microsoft Word and Excel. Familiarity with Microsoft Access preferred. Attention to detail. Ability to communicate orally and in writing. Ability to organize, prioritize and 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.