CHARACTERISTICS OF WORK

Under supervision of the Enterprise System Administrator (ESA), this position will work with the ESA to assist in providing 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 and could occasionally work with ArDOT's Information Technology Division (IT) 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.

- Work closely with the Enterprise System Administrator.
- Work with an Executive Management ERP Technical Advisory Group, as needed.
- Assist with support issues surrounding the Oracle Cloud Fusion ERP system.
- Update and distribute standards for cloud operations according to specifications and parameters.
- Determine business needs and make system related decisions that best fit the requirements.
- Assist in coordinating with IT to update and implement user security and roles within Oracle ERP Cloud Security based on functional documents provided by project team.
- Assist in reviewing and auditing end user accounts, permissions, and access rights.
- Align segregation of duties and security profiles.
- Assist in coordinating 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 ERP user manuals and system documentation.
- Oversee and conduct periodic system related training for users.
- Provide coordination with IT in the implementation of system related revisions and updates.
- Remain familiar with current Oracle ERP system trends, procedures, policies, techniques and products.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor's degree from an accredited college or university in information technology, accounting or related field. Experience in accounting or information technology systems. Experience in functional/technical development and implementation of an ERP system a plus.

Knowledge, skills and abilities:

Ability to interpret and apply Department policies and procedures. 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 participate with project teams effectively and assist in facilitating meetings to bring disparate skill sets and viewpoints together to solve problems. Ability to follow detailed procedures and ensure accuracy in documentation and data. Self-motivated with strong organizational skills and the ability to multi-task.

ArDOT   Classification Specifications

Title:	Effective Date:	Grade:	Job Category:
Assistant Enterprise System Administrator	June 19, 2021	XVII	Professional
Prior Title:	Prior Effective Date:	Grade:	Page:
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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.)

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.