Title:	Effective Date:	Grade:	Job Category:
Human Resources Systems Technician	June 17, 2023	XII	Professional
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CHARACTERISTICS OF WORK

Under supervision of the HRIS Section Head, this position is responsible for maintaining and ensuring effective technical stability, user support, and maintenance of all HR software applications.

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.

- Develop, document, and update standard operating procedures for processes and policies as needed.
- Provide user support and user training on all HR information systems applications.
- Develop reports and queries that are concise, intuitive, and actionable for users.
- Identify, troubleshoot, and resolve problems within HR information systems configuration and infrastructure.
- Assist with installation and testing of all system updates, upgrades, integrated tools, and other software changes.
- Deliver classroom and virtual training on a variety of technical subjects as needed.
- Assist with writing, editing, and publishing technical materials.
- Assist with administration, support, reporting, and implementation of all HR software applications.
- Write SQL queries to extract data from HR software applications.
- Assist with maintaining HR SharePoint Intranet site and visual communications system.
- Assist in preparing and loading content into the learning management system.
- Keep abreast of changes in technology and standards by attending internal and external training classes, researching professional publications, and utilizing other appropriate methods to obtain software applications related information.

MINIMUM REQUIREMENTS

<u>Education and experience</u>: The educational equivalent to a bachelor's degree from an accredited college or university in human resources management, computer science, or related field; OR the educational equivalent to a diploma from an accredited high school, plus a minimum of four years' directly related experience.

<u>Knowledge, skills and abilities</u>: Ability to write, translate, and code queries in SQL. Basic understanding of standard webpage markup and scripting languages. Mathematical ability and ability to accurately record and reconcile figures. Knowledge of network and media technologies. Strong organizational and interpersonal skills. High degree of self-motivation, initiative, attention to detail, and creativity. Exceptional written and verbal communication skills. Advanced knowledge of Microsoft Office applications and ability to adapt to new technology. Ability to maintain strong cooperative working relationships. Ability to multi-task and balance multiple priorities effectively in a fast-paced environment. Effective presentation and teaching skills.

<u>Working conditions</u>: Office environment. Occasional in-state travel.

<u>Licenses, registrations and certifications</u>: 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 is required to determine candidate suitability for employment. Failure to meet these standards may cause the applicant to be rejected or terminated from the position.