Arkansas Game and Fish Commission Employment Job Posting

SENIOR SOFTWARE SUPPORT ANALYST - **AGFC SENIOR SOFTWARE SUPPORT ANALYST**
POSITION NO: 22095858

POSTING INFORMATION:

Advertisement Opens: June 14, 2018

Advertisement Closes: June 29, 2018

Full Time: Yes

Salary: $57,755.00 - $57,755.00 Annually

POSTING REQUIREMENTS:

Minimum Education and/or Experience:

The formal education equivalent of a bachelor's degree with a major in computer science or mathematics; plus three years of experience in computer programming or related area, including one year in systems analysis.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE HUMAN RESOURCES CHIEF.

Preferred Education and/or Experience:

The formal education equivalent of a bachelor's degree in information technology, computer science, or a related field; plus two years of experience in database development and analysis.

Knowledge, Abilities, and Skills:

Knowledge of computer system hardware and software.

Knowledge of computer user requirements.

Knowledge of system design procedures.

Ability to develop computer programs.

Ability to analyze and modify existing computer systems.

Ability to lead analyst team in the design and maintenance of computer system processes.

Ability to determine costs and resource requirements of projects.

Preferred Knowledge, Abilities, and Skills:

Knowledge of various computer systems, PostgreSQL RDBMS, and Python. Knowledge of design of relational database systems and design. Knowledge of spatial database system and design. Knowledge of technology and new user applications. Knowledge of data structures and logic. Ability to assist staff with various problem definitions and solutions. Ability to design effective database schema and normalization. Ability to communicate orally and in writing.

POSTING DETAILS:

Position Location:
City: Little Rock
Office: Little Rock Central Office
Division: Information Technology

Job Summary:
The Senior Software Support Analyst is responsible for designing and/or modifying computer systems for system process activities. This position is governed by state and federal laws and agency policy.

Typical Functions:
Meets with users to compile, identify, and determine job specifications needed to develop new processes, update, modify, or correct existing programs.

Analyzes structure requirements, such as data manipulation, program logic, hardware and software requirements, and feasibility.

Designs procedures, such as systems input, output, file structure, program language, and job flow requirements.

Modifies design according to team requirements and user needs.

Tests the development and implementation of program before placing system into production.

Documents processes in systems manual, such as file and report layouts, form design, and decision tables.

Analyzes systems maintenance requirements by reviewing reports, user modification requests and systems problems.

Directs the design of computer system processes by scheduling priorities and assigning various tasks to subordinate analysts involved in system design.

Coordinates the development and modification of computer job specifications for system users needed to implement new processes.
Performs systems maintenance activities through error reports, user modifications requests, and systems problems.

Performs other duties as assigned.

<u>Specific Duties and Responsibilities:</u>

Develops, maintains, and monitors data processing needs, identifies user problems, and proposes solutions. Designs, develops, implements, and maintains database tables, queries, and reports which meet customer requirements. Performs analysis and diagnostics to isolate the source of network, hardware, and/or software malfunctions. Schedules, coordinates, and performs maintenance, repair, and upgrade of computer systems with users and other organizational personnel. Participates in group meetings to identify business requirements and processes. Analyzes business requirements and comprehends business definitions of data. Analyzes user's current information flow requirements and determines feasibility of design approach for diverse and large scale application systems. Performs other duties as assigned.

<u>Certificates, Licenses, or Registrations:</u>

<u>Special Job Dimensions:</u>

<u>Other Specific Information:</u>

Develops, maintains, and monitors data processing needs, identifies user problems, and proposes solutions. Designs, develops, implements, and maintains database tables, queries, and reports which meet customer requirements. Performs analysis and diagnostics to isolate the source of network, hardware, and/or software malfunctions. Schedules, coordinates, and performs maintenance, repair, and upgrade of computer systems with users and other organizational personnel. Participates in group meetings to identify business requirements and processes. Analyzes business requirements and comprehends business definitions of data. Analyzes user's current information flow requirements and determines feasibility of design approach for diverse and large scale application systems. Performs other duties as assigned.

As an equal opportunity employer, the Commission will make any reasonable accommodations necessary to ensure equal employment opportunities.