Arkansas Game and Fish Commission Employment Job Posting

SOFTWARE SUPPORT SPECIALIST - **SOFTWARE SUPPORT SPECIALIST**
POSITION NO: 22095846

POSTING INFORMATION:

Advertisement Opens: July 6, 2018

Advertisement Closes: July 13, 2018

Full Time: Yes

Salary: $41,578.00 - $41,578.00 Annually

POSTING REQUIREMENTS:

Minimum Education and/or Experience:

The formal education equivalent of a bachelor's degree in information technology, computer science, or a related field.

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:

Bachelor's degree with a major in computer science, mathematics or a related field; plus four years of experience in software quality control testing or a related area, including one year in software development.

Knowledge, Abilities, and Skills:

Knowledge of application programming techniques and the execution and maintenance of automated information systems.

Knowledge of data structures and the ability to learn new programming languages.

Knowledge of Visual Basic, Javascript, HTML, XML, Web Services, SQL, JCL, CICS, IMS, DB2, Business Intelligence Configuration and Design, Scripting Languages, and Configuration Management Tools.

Ability to modify and document program code to correct errors or enhance program capabilities.

Ability to test programs and make amendments.

Ability to devise or modify procedures to solve complex problems.

Ability to prepare documentation for users of the system.

Ability to coordinate work activities.

Preferred Knowledge, Abilities, and Skills:

Knowledge of computer system hardware and software. Knowledge of computer user requirements. Proven experience as a QA tester or similar role. Experience in project management and QA methodology. Familiarity with Agile frameworks and regression testing is a plus. Ability to document and troubleshoot errors. Working knowledge of test management software (e.g. Selenium, qTest, Zephyr) and SQL. Excellent communication skills. Attention to detail. Analytical mind and problem-solving aptitude. Strong organizational skills.

POSTING DETAILS:

Position Location:
City: Little Rock
Office: Central Office Complex
Division: INFORMATION TECHNOLOGY

Job Summary:

The Software Support Specialist is responsible for developing computer applications from detailed requirement specifications. This position is governed by state and federal laws and agency policy.

Typical Functions:

Writes or follows a program specification using structured code to develop an application software program to production status.

Responds and assists users with questions and concerns relating to a particular area, such as hardware, software and network stations.

Develops and maintains current expertise in a variety of application software packages.

Installs, configures, and maintains network, hardware, and software at various levels, and tests and debugs programs as necessary.

Prepares program logic layout, data flow outlines, and narrative descriptions in developing applications.

Evaluates and makes recommendations for necessary adjustments to applications to satisfy user requirements, and provides recommendations on the purchase of user hardware/software.

Assists in planning, preparation and conducting seminars on software, hardware, network, or other computer related topics.

Specific Duties and Responsibilities:

Assesses software quality through manual and automated testing. Responsible for finding and reporting bugs and glitches. Reviews and analyzes system specifications. Collaborates with the software development team to develop effective strategies and test plans. Executes test cases (manual or automated) and analyze results before placing system into production. Evaluates product code according to specifications. Creates logs to document testing phases and defects. Reports bugs and errors to development teams. Helps troubleshoot issues. Conducts post-release/ post-implementation testing. Work with cross-functional teams to ensure quality throughout the software development lifecycle. Performs systems maintenance activities through error reports, user modifications requests, and systems problems. Performs other duties as assigned.

Certificates, Licenses, or Registrations:

Special Job Dimensions:

Other Specific Information:

All applicants are subject to a criminal background check.

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