Arkansas Game and Fish Commission Employment Job Posting

SOFTWARE SUPPORT SPECIALIST - **SOFTWARE SUPPORT SPECIALIST**
POSITION NO: 22095956

POSTING INFORMATION:

Advertisement Opens: April 19, 2021

Advertisement Closes: Dec. 1, 2021

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:

A bachelor's degree in computer science, information technology, data systems or related field and experience 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 the application of systems analysis and programming in automated information systems. Knowledge of emerging management technologies and system information developments. Ability to review results, determine the source of problems/errors, and devise corrective actions. Ability to formulate a design for a complex system of programs to solve multifaceted problems considering hardware/software/manpower required and design a system of interlocking programs. Ability to plan, organize, and direct the work of subordinates. Ability to discern necessary support actions/input and to write detailed actions and procedures for non-technical personnel. Ability to understand relevant detail from oral information and explain technical terms and information. Ability to oversee multiple projects and implement on a timely basis. Ability to work with users and determine their needs to fulfill their requests. Knowledge of the principles of software design and support. Knowledge of the principles of project management. Knowledge of the Django Web Framework. Knowledge of Python programming language. Knowledge of Javascript libraries for user interfaces. Knowledge of Agile Software Development. Knowledge of Git version control system. Knowledge of Arkansas Administrative Statewide Information System (AASIS) interface development. Knowledge of the Microsoft SQL Server and PostgreSQL database and development environment. Knowledge of NoSQL database and development environment. Knowledge of JavaScript, CSS, Windows Authentication with Active Directory. Knowledge of IT/Software Design industry standards, methodologies, best practices, and tools. Knowledge of basic networking and system administration functions. Strong oral and written communication skills. Strong interpersonal and organizational skills. Strong analytical and problem-solving skills. Strong multitasking skills. Ability to provide detailed and timely project reporting to management and project team members. Ability to adhere to internal standards of software design and support. Ability to coordinate activities with internal staff and outside contractors. Ability to provide detailed planning to accomplish project goals. Ability to work independently. Ability to plan, direct, and implement multiple and concurrent projects. Occasional overnight in-state travel will be required. The ideal candidate for this position will possess a broad range of knowledge regarding web application development, database application software design and the ability to utilize software development life cycle methods/principles in software development (specifically, Agile Software Development). The ideal candidate will work with the software development team on resource allocation, and express expert programming knowledge to meet the agency's software development needs. The technical skills and tools utilized in this position will be Django Web Framework, Python programming language, HTML5, Javascript, CSS, SQL Server, and PostgreSQL database environments.

POSTING DETAILS:

Position Location:
City: Little Rock, Arkansas
Office: Little Rock Office Complex (Telecommuting is available)
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:

The Software Support Specialist will serve as a subject matter expert on all custom software developed by the AGFC Software Development Team. The team designs custom software solutions for the agency's various divisions and provides support for all custom software solutions developed. Their main responsibility is to function as a member of the development team providing insight and experience. This individual will become familiar with all existing software and architecture while continuing to push for the upgrade of legacy applications, he/she will assist in the development of new applications and provide technical/user support related to these technologies and assist in maintenance.

Certificates, Licenses, or Registrations:

Special Job Dimensions:

Other Specific Information:

Flexible work schedule and telecommuting is offered with this position.

All applicants are subjected to a criminal background check.

Applications must include complete work history and references.

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