



Arkansas Game and Fish Commission Employment Job Posting

AGFC Business Analyst - **AGFC Senior Software Support Specialist**

POSITION NO: 22183309

POSTING INFORMATION:

Advertisement Opens: Nov. 22, 2024

Advertisement Closes: Jan. 3, 2025

Full Time: Yes

Salary: \$77,323.00 - \$98,718.00 Annually

POSTING REQUIREMENTS:

Minimum Education and/or Experience:

Bachelor's degree in business administration, or a related field, plus three (3) years of experience as a Business Analyst with a focus on process mapping and improvement 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:

- Master's degree in business administration, or related field
- 5+ years of experience as a Business Analyst in a cross-functional environment

Knowledge, Abilities, and Skills:

- Knowledge of supervisory practices and procedures
- 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

Preferred Knowledge, Abilities, and Skills:

- Proven experience with process mapping tools and methodologies (e.g., BPMN, flowcharts)
- Experience working with ERP, HRMS, or other relevant enterprise systems.
- Familiarity with ITIL or other service management frameworks
- Experience with process modeling tools (e.g., Signavio, Lucidchart)
- Knowledge of business process automation and optimization techniques
- Lean Six Sigma or other process improvement certifications
- Experience in the public sector or a similar industry
- Strong facilitation and presentation skills
- Strong analytical and problem-solving skills
- Excellent written and verbal communication skills

POSTING DETAILS:

Position Location:

City: Little Rock

Office: AGFC Headquarters Office

Division: Information Technology (IT)

Job Summary:

The Arkansas Game and Fish Commission (AGFC) IT Business Analyst / Senior Software Support Specialist is responsible for executing and coordinating activities related to the integration, implementation, and maintenance of software programs and applications, as well as mapping current business processes and workflow analyses to maximize the value of AGFC technology investments. This position is governed by state and federal laws and agency/institution policy.

Typical Functions:

- Advises management of actions to optimize performance and the impact of planned business changes on information systems processes
- Identifies, evaluates, develops, and maintains system documentation pre and post-technology integrations
- Assists in the design and implementation of plans to test all facets of software applications, including database and network operations, and to evaluate results
- Participates in analysis of complex user information flows and needs, and recommends a solution to meet user needs, while preserving the integrity of centrally supported systems
- Functions as a technical expert, provides guidance to Software Specialist and implements applications and software programs
- Performs other duties as assigned

Specific Duties and Responsibilities:

- **Process Mapping:** Create detailed process maps and documentation for key inter and intra-divisional processes involving shared services divisions
- Develop and implement recommendations for streamlining and optimizing processes
- **Systems Analysis:** Analyze how business support systems (ERP, HRMS, CMMS, ITSM, etc.) support existing processes and identify areas for improvement
- Assess the effectiveness of implemented process improvements
- **Requirements Gathering:** Elicit and document business requirements from stakeholders in different departments
- Identify discrepancies between current processes and desired outcomes
- **Risk Management and Compliance:** Identify and assess potential risks associated with existing processes
- Ensure processes align with internal policies and external regulations
- **Change Management:** Support the implementation of process changes
- **Data Analysis:** Analyze process data to identify trends, bottlenecks, and areas for improvement
- Prepare reports and presentations on process performance and improvement initiatives.
- **Training:** Develop and deliver training materials on interdepartmental processes and supporting systems

Certificates, Licenses, or Registrations:

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Special Job Dimensions:

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Other Specific Information:

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