



Arkansas Game and Fish Commission Employment Job Posting

AGFC SOFTWARE SUPPORT SPECIALIST - AGFC SOFTWARE SUPPORT SPECIALIST

POSITION NO: 22077954

POSTING INFORMATION:

Advertisement Opens: Aug. 31, 2026

Advertisement Closes: Sept. 10, 2026

Full Time: Yes

Salary: \$55,000.00 - \$55,000.00 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:

The formal education equivalent of a bachelor's degree in business information systems, computer science, data analytics, public administration, or a related field; plus three (2) years of experience in SaaS system configuration, business analysis, or technical product management, or five (5) years of experience in SaaS system configuration, business analysis, or technical product management

Preferred Qualifications:

- Direct experience configuring VEMS platforms, volunteer application portals, or complex draw/permitting systems.
- Experience using project management tools like Jira for feature tracking and vendor communication.
- Experience working within or alongside government conservation agencies or non-profit volunteer programs.

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:

- Advanced knowledge of SaaS platform administration, VEMS architecture, logic trees, and system configuration techniques.
- Knowledge of volunteer management workflows, application intake processes, and background check integrations.
- Knowledge of Arkansas wildlife regulations, controlled hunt mechanics, preference point systems, and permit quota frameworks.
- Ability to translate complex divisional requirements, volunteer policies, and legal codes into clear functional software specs.
- Ability to run data audits and verify the mathematical accuracy of random draw algorithms, point calculations, and volunteer reporting.
- Exceptional inter-departmental communication skills to bridge the gap between division leads, volunteer coordinators, and technical software developers.

POSTING DETAILS:

Position Location:

City: Benton

Office: Benton Office

Division: Customer Experience

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:

- **VEMS & Volunteer Administration:** Manages the technical interworkings of the VEMS platform; configures volunteer applications, tracks background checks, builds event/project registration portals, and oversees volunteer hours and milestone reporting.
- **System & Draw Configuration:** Builds, tests, and executes complex system logic for annual permit draws, quota hunts, preference point systems, and special application processes within PayIt.
- **Product & Permit Administration:** Configures new license types, tags, permits, and volunteer opportunity workflows based on updated agency regulations and divisional requests.
- **Inter-Divisional Product Lead:** Acts as the primary internal consultant to AGFC divisions; meets with program managers to gather business requirements and designs custom VEMS and PayIt builds to support their operational goals.

Certificates, Licenses, or Registrations:

Special Job Dimensions:

Other Specific Information:

The AGFC Software Support Specialist is responsible for technical administration, logic design, and product configuration across the agency's PayIt platform and Volunteer Management System (VEMS). This position serves as the primary system architect for controlled hunt draws, permit allocation systems, volunteer applications, and custom licensing products. The Configuration Manager works directly with all AGFC divisions (Wildlife, Fisheries, Enforcement, Education) to translate biological, legal, and operational needs into functional system workflows.

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