

Title:	Effective Date:	Grade:	Job Category:
Maintenance Management System Administrator	June 22, 2019	XIV	Professional
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**CHARACTERISTICS OF WORK**

Under general supervision, this position is responsible for providing administration, technical support, maintenance, customization, training and documentation updates for the maintenance management systems (MMS).

**EXAMPLES OF WORK**

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Implement, maintain, and update MMS systems
- Develop interfaces to the MMS databases for the development of program features and for interfaces for other Divisions of the Department
- Recommend, schedule, and perform software improvements, upgrades, patches, reconfigurations, and/or purchases
- Coordinate with the Senior MMS Administrator on policy/business practices revisions related to the continued implementation of the MMS
- Create and maintain user manuals, system documentation, and other related Maintenance Division documentation
- Provide help-desk user support for all MMS users
- Assist with periodic MMS training for users statewide
- Provide coordination with Information Technology Division in support of the MMS software
- Develop and implement maintenance processes within the MMS

**MINIMUM REQUIREMENTS**

Education and experience:

The educational equivalent to a bachelor’s degree from an accredited college or university in computer science, engineering, or related field, OR the educational equivalent to a high school diploma plus a minimum of four years of experience in a related field. Experience with scripting and SQL.

Knowledge, skills and abilities:

Knowledge of using, installing, configuring, and maintaining major software systems. Effective analytical and problem solving skills. Proficiency with Microsoft Office.

Working conditions:

Office environment

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

