

Title: User Support Liaison	Effective Date: October 18, 2010	Grade: XIV	Job Category: Professional
Prior Title: User Support Liaison	Prior Effective Date: August 24, 2007	Grade: XIV	Page: 1 of 1

CHARACTERISTICS OF WORK

This position is responsible for communications between end-users of automated systems and technical computer staff. The User Support Liaison gathers information needed to ensure that automated systems provide quality information and fulfill the business needs of the users.

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 State Highway and Transportation Department is an "at will" employer.

- Gather the computer users' requirements, expectations, business processes, policies, manuals and legal guidelines to ensure that applications being developed meet the business needs of the Department.
- Identify the risks involved over the course of the project's life cycle.
- Determine the project constraints, trade-offs and feasibility.
- Facilitate the preparation of the project vision and scope documentation to clarify stakeholders' requirements and system functionally.
- Establish a test plan to validate the completeness and effectiveness of the system throughout the various design phases and builds.
- Assist in programs to educate users about the appropriate usage of information technologies.
- Provide user assistance for electronic information services.
- Coordinate the resolution of user problems, changes, and enhancements to automated systems.
- Review existing systems to determine compliance with current policies and the system's ability to provide quality service to the user.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in related field plus a minimum of four years of experience in the related field applicable to the work performed. Knowledge of Department policies and procedures. Understanding of current software capabilities and limitations. Excellent cross-functional communication skills, both written and oral. Ability to define and capture business requirements and define associated deliverables using information systems methodologies.

("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.)