

# Missouri Department of Transportation

Code: R04023

Title: Business Systems Support Specialist

Exemption Status: Exempt

Grade: 15

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## Job Description

**Effective Date** 11-01-2007

**Replaces  
(Effective Date)** 04-01-2006

**General Summary** The business systems support specialist is responsible for reviewing, analyzing, and supporting the Chief Counsel's Office (CCO) business functions and automated management systems. Responsibilities are performed under general supervision.

**Minimum/Required  
Qualifications** Bachelor's Degree: Computer Information Systems, Computer Science, Business Administration, or related field  
Four years of experience in computer systems technical development, project or program management, or computer systems/information systems technology management.

**Supervisory  
Responsibilities** Lead Worker Only

**Location** Central Office - Chief Counsel's Office

**Special Working  
Conditions/Job  
Characteristics** Job requires occasional, statewide, overnight travel.

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## Examples of Work

- (1) Consults with Chief Counsel's Office and information systems staff to recommend, design, and coordinate the implementation of automated strategies for providing effective business processes to support division activities.
- (2) Reviews and analyzes standardized procedures and workflows; establishes/revises best practices; ensures quality work standards; and monitors the operations of automated management systems.
- (3) Provides system administration support in the daily operation of the division's automated management systems.
- (4) Coordinates and consults with information systems staff for modifications and maintenance of the division's computer systems and related services; identifies and defines related needs and solutions.
- (5) Investigates, evaluates, and recommends automation needs and technology for application to the division's business processes; conducts research and queries in hardware, software, communications literature, and information databases.
- (6) Trains division staff in computer systems and applications to ensure appropriate utilization of systems

procedures, and ensures new methods are properly understood and implemented.

- (7) Reviews and develops recommended changes to department and division/office automation policies and processes, and in the development of technical specifications for requests for proposals.
- (8) Coordinates and maintains backup and security activities for the division's business systems operations statewide.
- (9) Consults with department personnel, committees, management, and other state and federal organizations to ensure office automation procedures comply with policy.
- (10) Consults with work groups to identify and define service needs; prepares and makes presentations as necessary.
- (11) Performs lead worker responsibilities, which may include providing general instruction, assigning and reviewing work, coaching and training, providing guidance and instruction in the proper and most efficient methods of accomplishing tasks, and providing input to the direct supervisor on staffing decisions and performance management.
- (12) Performs other responsibilities as required or assigned.

**The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.**