

Missouri Department of Transportation

Code: R03018

Title: Motor Carrier Services System and Training Analyst

Exemption Status: Non-Exempt

Grade: 12

Job Description

Effective Date 08-09-2018

Replaces (Effective Date) 06-01-2009

General Summary The motor carrier services system and training analyst evaluates, develops, updates, and coordinates the training and use of software applications and automation programs within a division. Responsibilities are performed under general supervision.

Minimum/Required Qualifications Two years of college or Associate's Degree: Computer Science, Computer Information Systems or related field with coursework or demonstrated ability in business applications, personal computer use, and database development
Two years of experience in computer operations or software applications.

Supervisory Responsibilities Lead Worker Only

Location Central Office - Motor Carrier Services

Special Working Conditions/Job Characteristics Job requires statewide travel with occasional overnight stays.
Experience in motor carrier registration, permit related responsibilities, customer service, and testing computer applications during development and after implementation is strongly preferred.

Examples of Work

- (1) Instructs and assists employees in the use and function of motor carrier software applications.
- (2) Instructs and assists users through individual contact with procedures to increase efficiency; may make recommendations to modify programs.
- (3) Participates in the selection and coordination of software applications.
- (4) Develops or assists in the development of automation instructional materials such as course evaluation forms, action plans, training objectives and other automation training needs.
- (5) Analyzes and troubleshoots software and hardware problems for end users.
- (6) Evaluates, configures, installs, tests, and maintains software applications, operating systems, new products, hardware, workstations, and hardware for local area networks.
- (7) Acts as liaison with the Information Systems Division to ensure compatibility of the division's automation with the department's automation system and support.

- (8) May prepare the division's budget for software and hardware needs.
- (9) Prepares and delivers classroom style presentations.
- (10) Acts as an expert for interpreting rules, regulations and plan requirements in the absence of the supervisor or as needed.
- (11) Performs detailed user acceptance testing across all programs of Motor Carrier Services' web-based computer system and provides suggestions and solutions.
- (12) Identifies employee skill set needs when processes and program changes occur.
- (13) Performs other responsibilities as required or assigned.
- (14) 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 development.

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.