



## **APPLICATION ADMINISTRATOR**

At Will Position

Recruitment Notice: #2022-09

FLSA Status: exempt

Salary Range: \$70,000 to \$80,000

Posting Date: September 27, 2022

The Teachers' Retirement System of Oklahoma (TRS) is seeking to fill the position of Application Administrator. This is a full-time state employee position subject to the [Civil Service and Human Capital Modernization Rules](#). TRS offers a comprehensive benefits package, including:

1. [Generous benefit allowance](#) to offset the cost of medical, dental, and life insurance premiums for employees and their eligible dependents (disability insurance available for employees only);
2. Defined benefit retirement plan (Employer pays all contributions on behalf of employees);
3. Deferred compensation plan (Employer pays a \$25 match and employees can contribute up to IRS limits);
4. 3 weeks paid annual and 3 weeks paid sick leave in the first year;
5. 11 paid holidays annually; and
6. [Annual longevity payment](#) after two years of service.

## **JOB DESCRIPTION:**

Under the administrative direction of the Deputy Executive Director of Operations, the Applications Administrator works collaboratively as a member of the Operations Management Team, incorporating the agency's Mission, Vision and Values while providing leadership in helping the agency to achieve its targeted performance in business software applications.

The following list includes the essential duties for this position but is neither all-inclusive nor restrictive. Assigned duties will be modified based on operational needs.

### *Business Application Administration*

- Manages all TRS business software applications
- Plans for software updates
- Reviews software roadmaps and recommends feature upgrades to TRS management
- Provides technical support to software users by answering questions, troubleshooting problems, and escalating to external assistance as needed
- Maintains and provides staff access to software documentation and training materials
- Establishes and manages application support and service level agreements
- Manages service provider performance, including services provided by the Oklahoma Office of Management and Enterprise Services (OMES)
- Measures and reports on application performance
- Ensures compliance with OMES technology standards
- Manages agency technology assets, including end-user devices

### *Business Analysis*

- Works with users, management, and others to identify and define business software requirements
- Ensures defect and change requests are properly defined and documented
- Manages change request process for TRS business applications
- Ensures all requests are properly approved and prioritized



- Collaborates with software development teams to ensure designs satisfy user requirements
- Communicates with software development teams to maintain accurate and timely status information for all approved changes and reports status regularly to management
- Resolves issues identified by the software development team as requested
- Creates test plans including test cases and test data for all application fixes and changes
- Ensures all fixes and changes are tested and test results are documented and communicated
- Regularly surveys users to identify new needs and measure user satisfaction

### *Cybersecurity*

- Maintains education and awareness training regarding business software cybersecurity
- Ensures adequate controls are in place to protect applications and data from unauthorized access, disclosure, modification, or deletion.
- Ensures application security assessments are performed on a consistent basis and coordinates mitigation with management, vendors, and others.
- Manages the application user access control process, including provisioning new user accounts or changing or removing existing user accounts.

### **QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's degree in computer science or related field; or equivalent education/experience in the business applications field

### *Knowledge and Experience with:*

- Business software applications, programming languages, logic, and flow
- Database management systems
- Windows application administration
- Business analysis methods
- Software development methods
- Software usability
- Documentation procedures and requirements
- Software testing methods
- User training best practices
- Cybersecurity best practices

### *Skill in:*

- Customer service
- Problem solving
- Documenting requirements
- Software testing
- Working collaboratively and establishing positive and effective working relationships with others
- Effective verbal and written communication and presentation skills.
- Researching and evaluating alternatives to meet business needs regarding standards and future direction for business applications



**OKLAHOMA**  
Teachers' Retirement System

*Preferred knowledge and experience:*

- Document management and workflow systems
- Financial accounting systems
- C#
- Microsoft SQL Server and SQL Server Reporting Services
- Business process automation
- Pension, financial, and claim business processes

**APPLICATION PROCEDURES:**

To apply, go to [www.oklahoma.gov/TRS](http://www.oklahoma.gov/TRS) and follow the application procedures under the "Employment" tab. **Only applications submitted in accordance with these procedures will be considered.**