



Director of Workday Implementation

The University of Arkansas – East Arkansas Community College is now accepting applications for the Director of Workday Implementation position. The Director of Workforce Implementation provides hands-on IT support to faculty, staff, and departments, handling day-to-day technology needs and service requests. This role also assists with Workday-related tasks and data accuracy during the college's migration from Jenzabar to Workday, working under the direction of the database lead. As the migration finishes, this role will take on more Workday duties along with IT support. This position reports to the Senior Executive Director, Workday & Database Operations.

Job Duties

Position duties include but are not limited to:

Essential Duties and Responsibilities:

- Provide day-to-day IT support services for faculty and staff, including basic troubleshooting of hardware, software, peripherals, and enterprise applications.
- Respond to and resolve IT service requests and incidents through the institutional ticketing system.
- Assist with workstation setup, hardware deployment, software installation, and routine maintenance.
- Support user account provisioning, password resets, system access requests, and role assignments in accordance with institutional policies.
- Assist with classroom and office technology support, including audio/visual systems as needed.
- Document issues, resolutions, and standard procedures to support knowledge sharing and service continuity.
- Other duties as assigned.

Workday & Enterprise Systems Support:

- Assist the database lead with data imports, validation, and reconciliation processes during the Jenzabar-to-Workday migration.
- Help identify and report data discrepancies or system-related issues to the database lead.
- Support testing of system updates, security role changes, and configuration adjustments as directed.
- Provide helpdesk-level support for Workday access and basic user issues.

Departmental Data Integrity & User Support:

- Serve as a first-line support resource for campus departments related to data entry standards, corrections, and best practices.
- Review departmental data submissions for accuracy, completeness, and compliance with institutional data standards.
- Provide training and guidance to departmental users on proper system usage and data stewardship.
- Assist departments with understanding data definitions, workflows, and reporting implications.
- Coordinate with functional leads and IT staff to ensure consistency of data across departments.

Data Governance, Compliance & Documentation:

- Support institutional data governance initiatives by promoting data quality, consistency, and proper system usage.
- Assist with ensuring FERPA-compliant handling of sensitive data.
- Maintain up-to-date documentation of processes, workflows, and support procedures related to system and data management.

Knowledge, Skills, and Abilities:

- Knowledge of information technology support principles and enterprise systems.
- Familiarity with ERP platforms, preferably Workday or Jenzabar, or willingness to learn.
- Strong attention to detail with a high level of accuracy in data handling.
- Ability to troubleshooting technical and system-related issues.
- Strong communication and customer service skills.
- Ability to work collaboratively across departments in a higher education environment.
- Ability to manage multiple priorities and respond effectively to service requests.

Minimum Qualifications

- Associate's degree; Bachelor's degree preferred in Information Technology; Information Systems, Data Management, or a related field, or equivalent combination of education and experience.
- Experience providing technical or systems support in an office or institutional environment.
- Basic understanding of data management and information systems.

Preferred Qualifications

- Experience supporting Workday or another enterprise system.
- Experience in higher education IT or administrative systems support.
- Familiarity with FERPA and institutional data governance practices.
- Basic understanding of SQL Server (data types, indexes, primary/foreign keys, table relationships) — helpful but not required.
- Demonstrated interest in continued professional development.

Salary: \$51,584.00

Please submit an UA-EACC application, cover letter, resume', and transcript(s) to UA-EACC Office of Human Resources, 1700 Newcastle Road, Forrest City, AR 72335 or via email to humanresources@uaeacc.edu. You may access the online application at www.eacc.edu/employment. Review of applications will begin immediately and continue until the position is filled. A background check will be conducted before hiring.