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Department of Transformation and Shared Services

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

April 20, 2022

The Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Joint Budget Committee
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a request from the Department of Finance and Administration – AASIS Division (DFA) for your review.

The Department of Finance and Administration is requesting the establishment of a salary administration grid for three (3) classifications. The classifications impacted as well as an explanation of the proposed grid are listed below:

CLASSIFICATIONS IMPACTED

Class Code	Title	Grade	Salary range
D075C	Software Support Specialist	IT03	\$41,578-\$60,288
D052C	Software Support Analyst	IT05	\$51,762-\$75,054
D033C	DFA ERP Analyst	IT06	\$57,755-\$83,745

The DFA has requested this salary administration grid to address recruitment and retention issues within the department. The overall turnover for the classifications specified above within the DFA AASIS division has been 17.9% within the past year. The statewide turnover rate for these classifications has been 13.8% within the past year. There are 21 current incumbents within the classifications, and under the proposed grid all of these employees will receive the 5% increase.

If approved, upon implementation, incumbents within the specified classifications would be eligible to receive a 5% salary increase dependent upon their years of service and performance evaluation score. Salary increases for the Software Support Specialist would begin after 24 months of service. The initial cost of implementation of the 5% increases will be \$36,917. Additional costs will be incurred as the incumbents reach the years of service requirement.

The Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
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Your consideration of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director



SECRETARY OF TRANSFORMATION & SHARED
SERVICES

4/8/2022

DATE

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STATE OF ARKANSAS
**Department of Finance
and Administration**

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March 31, 2022



Transformation and Shared Services
Kay Barnhill, State Personnel Administrator
1509 W 7th, Room 201
Little Rock, Arkansas 72201

Ms. Barnhill,

The Arkansas Department of Finance and Administration respectfully submits a request for 3 recruitment and retention grids for the following 3 DFA divisions: Office of Accounting- Fiscal Reporting Section, AASIS Service Center, and Revenue Services Division.

The work in each of these divisions has become more detailed and complex with high workloads and strict deadlines. While recruiting a qualified and engaged applicant is difficult in this highly competitive job market, it is even more difficult to retain personnel who have gained the knowledge and experience to perform confidently in these assignments. Good employees are often lost at this critical education and experience threshold to the private sector or other departments that offer higher pay or an established path for advancement.

Attached are three grid plans for your review. The requests are similar in nature with each one establishing a career path; DFA requests consideration for up to a 5% pay increase each year when the employee maintains a "Solid Performer" performance status, meets or exceeds any additional criteria required, and has the recommendation of the administration.

These plans will assist the Department of Finance and Administration in our efforts to retain a proficient workforce and provide efficient and quality service for the great state of Arkansas.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads 'Larry W. Walther'.

Larry W. Walther
DFA Secretary



Salary Administration Grid for the Department of Finance and Administration

AASIS Division

The Office of Information Systems AASIS Service Center Division requests review and approval of this proposed plan to implement special rates of pay for the three classifications of employees (1) Software Support Specialist, (2) Software Support Analyst, (3) ERP/Senior Analyst. This plan is for the purposes of hiring and retaining capable and qualified candidates.

This proposal will be implemented at the discretion of the DFA Secretary and will be based on the availability of revenues.

In previous biennium's, the analyst classification within the AASIS Service Center was experiencing an excessive turnover rate. Almost without exception, the analyst liked their job but simply could not refuse more attractive salaries being offered by other state agencies and the private sector.

The result of this turnover is that an analyst is lost to competition just at the time they have received enough training and experience to have confidence in themselves and to have gained the trust and confidence of management in performing more technical and complex work assignments. The work continues to become more and more technical and complicated. Trained and experienced analysts are vital to properly handling the volume and complexity of the work required. When these analysts are lost to other higher paying positions, the DFA loses. It takes three or more years to replace the experience, competency, and expertise which are lost solely because of a lack of a competitive salary and opportunities for growth.

This plan is similar to the plans that were in place prior to the 2017 Pay Plan. Some of these previously approved grid positions included the Tax Auditor I, Tax Auditor II, Tax Auditor Supervisor, Accountant I, DFA SEFA/AFCR Specialist, DFA AFCR Asset Specialist, DFA Statewide Program Specialist, DFA Statewide Program Coordinator, DFA Accounting AFCR Coordinator, DFA Statewide Program Manager, Auditor, Audit Coordinator, and Audit Manager.

1. Software Support Specialist, Grade IT03

Request – After twenty-four (24) months of service as a Software Support Specialist, receipt of a "Solid Performer" (3) rating on the Employee Performance Evaluation or higher, and a recommendation by the Analyst Supervisor, AASIS Administrator, and DFA CIO, the Software Support Specialist will be eligible up to a 5.0% salary increase. Any disciplinary action or managerial intervention will be taken into consideration before a recommendation is made.

The Software Support Specialist job classification is authorized to pay up to the midpoint salary of the Career Service Pay Plan as a starting rate of pay if the minimum qualifications (as determined by the Office of Personnel Management), and the additional qualifications specified below are met by the prospective candidate for the job.

Minimum Qualifications as determined by OPM. Additionally, candidate must have one year of system configuration or advanced analytics experience with a full ERP or cloud operating system.



The Maximum salary that can be reached by a Software Support Specialist for purposes of the special rates of pay will be the salary shown at the Maximum Pay Level for this position (IT03)

2. Software Support Analyst, Grade IT05

Request – After twelve (12) months of service as a Software Support Analyst, receipt of a “Solid Performer” (3) rating on the Employee Performance Evaluation or higher, and a recommendation by the Analyst Supervisor, AASIS Administrator, and DFA CIO, the Software Support Analyst will be eligible up to a 5.0% salary increase. Any disciplinary action or managerial intervention will be taken into consideration before a recommendation is made.

The Maximum salary that can be reached by a Software Support Analyst for purposes of the special rates of pay will be the salary shown at the Maximum Pay Level for this position (IT05)

3. ERP (Senior) Analyst, Grade IT06

Request – After twelve (12) months of service as an ERP Analyst, receipt of a “Solid Performer” (3) rating on the Employee Performance Evaluation or higher, and a recommendation by the Analyst Supervisor, AASIS Administrator, and DFA CIO, the ERP Analyst will be eligible up to a 5.0% salary increase. Any disciplinary action or managerial intervention will be taken into consideration before a recommendation is made.

The Maximum salary that can be reached by a Software Support Analyst for purposes of the special rates of pay will be the salary shown at the Maximum Pay Level for this position (IT06)

The intention of this plan is to be reasonably competitive with the private sector and is considered vital in maintaining the current professional level of competency and ability of our IT staff.

Thank you for your consideration,



Michael Palmer

Arkansas Department of Finance and Administration
Office of Information Services
AASIS Service Center Administrator
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<https://www.dfa.arkansas.gov/aasis>