

JOB TITLE: Business Information Systems Support Coordinator

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under the direction of the District Business Services Director, plan, organize and coordinate the support functions for business information system components that provide accounting, finance, budget, human resources and related functions; serve as the primary liaison between SCOE and software vendor support team; serve as the primary support liaison between SCOE and school district customers; coordinate communications between SCOE personnel and district users to ensure effective systems support and administration; organize and implement ongoing system user training; provide high-level technical collaboration with the SCOE Information Services and Technology unit.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience

- B.A. with major in business, accounting, human resources or related field is strongly preferred. A comparable combination of experience, education, and training in database administration or related fields may be considered.
- Four years increasingly responsible experience working with business, payroll or human resources function with a school employer.
- Extensive experience performing data system user support functions including formal training, help desk support and direct customer service.

Knowledge of:

- Accounting, budgeting, payroll and human resources administrative functions typically used within school districts.
- Applicable laws, codes, regulations and policies concerning school business functions.
- Methods and practices of project management and team leadership.
- Practices and procedures associated with implementation and integration of complex business software systems.
- Operations of business system software in various environments.
- Proficiency in key Microsoft Office applications (Word, Excel, PowerPoint), as well as Adobe Acrobat and similar document creation tools.

- Proficiency in popular data-conversion application, including Microsoft Excel, DataWatch Monarch, and similar tools used to convert and migrate data between different systems.

Ability to:

- Plan, organize and coordinate activities related to implementation of software vendor business system.
- Interpret technical system documentation and communicate information effectively.
- Coordinate multiple projects simultaneously.
- Analyze system implementation problems and develop appropriate courses of action.
- Organize and develop training presentations.
- Communicate effectively both orally and in writing.
- Establish collaborative working relationships with Office of Education staff and school district system users.
- Plan and organize assignments and meet schedules and timelines.

LICENSES AND OTHER REQUIREMENTS

- Must possess a valid California driver's license.

ESSENTIAL DUTIES

- Act as liaison among software vendor staff, school district system users, and SCOE IT and business services staff to ensure smooth and efficient implementation of the software vendor information system; participate in the review and testing of new and revised application modules, and coordinate dissemination of information from software vendor concerning software changes and additions.
- Coordinate installation and system integration activities to ensure a smooth transition to the software vendor data system; assist users to prepare for conversion to software vendor software; confer with software vendor representatives, SCOE IT staff, and district users concerning system specifications, installations, data conversions, and data integration from third party software applications.
- Coordinate and lead training teams for each module of the software vendor business system whose members will present application training modules to end users; work with software vendor to prepare instructional presentation materials including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; arrange application user meetings to explain data system changes and enhancements.

- Monitor and evaluate software vendor system implementation activities; develop and recommend policies, guidelines, and standards to ensure the software vendor data system is implemented and supported effectively; troubleshoot and resolve system implementation problems.
- Collaborate with SCOE employees in the business, human resources and IT departments to answer questions from users concerning integration of individual district business procedures with software application requirements.
- Prepare and maintain a variety of narrative and statistical data, records and files related to software vendor system implementation.
- Attend meetings and conferences as required.
- Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other software vendor system users.

MARGINAL DUTIES

- Perform related duties as assigned.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives. Directly responsible to the District Business Services Director.

SUPERVISION EXERCISED

May supervise technical and professional staff as assigned, including key staff responsible for working at SCOE Administrative Services and Operations Division.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (35%)	Walking (30%)	Sitting (35%)
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Body Movement (Frequency):

None (0)	Limited (1)	Occasional (2)	Frequent (3)	Very Frequent (4)
Lifting – lbs. (0-40)		Lifting (3)		Bending (3)
Pushing and/or		Reaching		Kneeling or
Pulling Loads (1)		Overhead (2)		Squatting (3)
Climbing Stairs (3)		Climbing Ladders (2)		