Solano County
Office of Education

JOB TITLE: Business Information Systems Support Specialist

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under the direction of the Business Information Systems Support Coordinator, develop and maintain business software user documentation; provide analysis, documentation and training for the users on all software components that make up the business information system; collaborate with school districts, county users and technical staff using the system; provide training and technical support to SCOE and school district employees regarding computer business applications; provides software quality assurance by testing new or modified systems and to perform related duties as assigned.

This is a management classification that requires a more thorough understanding of the internal operations of a financial system from the business user's perspective related to budget, accounting, payroll, position control, and purchasing, than lower level positions. This position also requires the ability to effectively train others in the proper operation of the business financial, position control and payroll system. This position has responsibility for planning, implementing and supervising special projects and has responsibility for budget development activities.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience

- Associate degree with a major emphasis in information technology, business administration or accounting is strongly preferred. A comparable combination of experience, education, and training in information technology or related fields may be considered.

- Two (2) years experience with software installation, operation, training and direct customer support.

- Three (3) years experience working with an information system that includes budget, accounting, payroll, human resources, position control and purchasing functions, preferably in a California public school setting.

- Project management experience is highly desirable.

LICENSES AND OTHER REQUIREMENTS

- Must possess a valid California driver's license.

Knowledge of:

- Policies, procedures, functions and principles of information systems; accounting and record-keeping principles, methods and practices; including data processing terms and functions, and accounting, human resource and payroll terms and functions.

- Principles and techniques applied in the operation of computer equipment, related data processing equipment and software applications; including payroll systems, human resources, financial systems, word processing, data tracking systems.

- Business correspondence and communication techniques.

- Mathematics to perform calculations and statistical computations.

- Routine maintenance methods and procedures used in the upkeep of computer and related peripheral equipment, including video displays, laptop computers, desk top computers, mainframe computers, printers.

- Standard English usage, spelling, grammar and punctuation.

- Proficiency in core Microsoft Office applications (Word, Outlook, PowerPoint and Excel).

- Safe work practices.

- Effective training techniques.

Ability to:

- Respond promptly to requests of internal and external clients; provide needed information, assistance, training, materials and resources.

- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and tiles.

- Create, maintain and manage customer support tickets within an organized help desk ticketing system.

- Maintain an orderly work environment and perform tasks in prescribed and safe manner.

- Establish and maintain cooperative working relationships with those contacted during performance of job duties.

- Maintain and improve professional skills and knowledge.

- Adapt to changing circumstances.

- Understand and apply principles, techniques and procedures required for effective job performance.

- Operate computer equipment and peripheral equipment with speed and accuracy.

- Test and evaluate software applications.

- Maintain familiarity with documents for information processing.

- Effectively implement problem-solving techniques.

- Prepare and deliver clear and concise oral and written instructions.

- Prepare complex technical written material in an effective and comprehensive manner.

- Communicate effectively both in person and in writing, including developing and delivering personal presentations for small and large groups.

- Work in an independent manner with little direct supervision.

ESSENTIAL DUTIES

- Provides day to day technical systems support to users for all financial and HR/payroll applications; and acts as a beta tester for new software versions and applications.

- Creates, maintains, updates and distributes written documentation manuals for users of state and local business software applications.

- Translates work processes into business systems functions.

- Implement fiscal year changes in financial, human resources, and payroll software.

- Conducts workshops/seminars for district and SCOE personnel; assesses training needs of users; develops workshop curriculum; creates written documentation and workshop materials; schedules and executes training sessions and reviews evaluation forms of participants; and trains one-to-one as needed.

- Performs acceptance testing of new and/or modified software applications by developing test data and calculating expected results; executes programs and procedures; reviews output and evaluates systems.

- Acts as an information resource to employees concerning computer and software applications; researches and resolves problems; incorporates repeated questions into training program.

- Plan, implement and supervising projects; work with others on a special project basis to design and format software programs to achieve desired result; performs other special projects as assigned.

- Troubleshoots computer hardware and software problems and takes corrective action.

- Acts as an additional liaison between software vendor(s) and SCOE; performs or assists in the installation of updates to applications if assigned; Attends workshops and seminars to remain current on computer applications; disseminates information to other employees and districts.

- Assists in preparing, monitoring and the review of SCOE budgets; develops cash flow monitoring techniques.

- Maintains and monitors special project development and implementation.

- Attends departmental management and supervisory meetings as needed.

- Composes own correspondence; maintains records related to areas of responsibility.

MARGINAL DUTIES

- Performs related duties as assigned.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives. Directly responsible to the Business Information Systems Support Coordinator

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

This position requires a physical examination be taken and passed based on the physical requirements listed below:

Work Position (Percentage of Time):

Standing(35%)   Walking(30%)   Sitting(35%)

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)