JOB TITLE: Business Information Systems Support Coordinator

Classified Management Salary Schedule, Range 13

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

This position coordinates system support for the Solano County Technology Consortium (SCTC) financial software for the members of the SCTC. The financial software is a comprehensive integrated business system. This position serves as the primary liaison between SCTC members and the Financial System Software vendor support team. This includes coordinating SCTC communications and organizing and executing ongoing system user training. This position has responsibility for planning, implementing and supervising special projects. Responsible for creating and maintaining SCTC and departmental budgets, contracts and billings.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience

- Any combination of education and experience equivalent to: Bachelor's degree in computer information science, business/finance, accounting or a closely related field.

- Increasingly responsible experience working with business/finance, payroll and/or human resource functions with a governmental agency.

- Data system user support functions including formal training, help desk support and direct customer service.

- Project management experience is highly desirable.

Knowledge of:

- Comprehensive Integrated Software Systems.

- Database theories and practices.

- Methods and practices of project management.

- Key Microsoft Office applications (Outlook, Word, Excel, One-Note, PowerPoint, Access, etc.), as well as Adobe Acrobat and similar document creation tools.

Ability to:

- Plan, organize and prioritize work to meet deadlines and accomplish assigned tasks within established timelines. This includes maintaining accurate records and files and coordinating multiple projects simultaneously.

- Coordinate, organize, and/or conduct a variety of meetings, committees, trainings, workshops, and/or conferences which may include creating and/or presenting materials and information using various strategies and methodologies.

- Support comprehensive integrated software systems with the ability to assess the outcomes and identify training and developmental needs for SCTC members to enhance their performance, productivity and quality of work.

- Establish and maintain an organized help desk ticketing system and manage customer support tickets within the help desk ticketing system.

- Read and interprets applicable policies, procedures, contracts, and state and federal laws necessary to competently perform duties.

- Interpret technical system documentation and translate work processes into business system functions.

- Supervise, lead, and direct the work of staff as assigned.

- Communicate effectively both orally and in writing.

- Establish and maintain cooperative and effective working relationships with others.

LICENSES AND OTHER REQUIREMENTS

- Must possess a valid California driver's license.

ESSENTIAL DUTIES

- Coordinate and manage the record keeping of customer support requests in an organized help desk ticketing system that can provide statistics such as daily number of requests, average time for requests, etc.

- Coordinating and evaluate SCTC member requests of concerns, requirements, and needs for comprehensive integrated business system. This includes gathering data to present to the financial software vendor, etc.

- Act as a liaison among software vendor staff and SCTC members by coordinating the implementation, review and testing of new and revised application modules, and coordinate dissemination of information from software vendor to SCTC members.

- Utilize key Microsoft Office applications, etc. on a day to day basis for efficiency, document creation and tracking. Example applications are Outlook, Word, Excel, One-Note, PowerPoint, Access, Adobe Acrobat etc.

- Coordinate user meetings for areas of the Comprehensive business software system to allow for collaboration amongst the teams to share best practices, problem solve, etc.

- Lead collaboration efforts of conferring with other software vendor system users.

- Coordinate trainings for areas of the comprehensive business system. This includes being able to prepare complex technical written material in an effective and comprehensive manner.

- Develop, create and maintain documentation for SCTC members that is in addition to the financial software vendor manuals. Documentation may be created from frequently asked questions.

- Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, etc.

MARGINAL DUTIES

- Performs related duties as assigned.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives.

SUPERVISION EXERCISED

May supervise technical and professional staff as assigned.

PHYSICAL ACTIVITY REQUIREMENTS

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 Pulling Loads (1)	Reaching Overhead (2)	Kneeling or Squatting (3)
Climbing Stairs (3)	Climbing Ladders (2)	