JOB TITLE: Business Information Systems Support Specialist

Classified Management Salary Schedule, Range 10

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

This position assists with 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 assists with the development, documentation, testing, training and implementation of new and existing business system software for SCTC members. This includes assisting with SCTC communications with the SCTC members and the Financial System Software vendor support team and providing SCTC members with ongoing system user training. This position may assist with special projects as well as departmental budgets, contracts and billings.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience

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

- Experience with business/finance, payroll and/or human resource functions with a governmental agency desired.

- Experience executing user support functions that include formal training, help desk support and direct customer service desirable.

- Experience with testing, evaluation, operation and training of software system applications.

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.

- Comprehensive integrated Software Systems.

- Business correspondence and communication techniques in day to day operations, training presentations and meetings.

- Mathematics to perform calculations and statistical computations.

- Effective training techniques.

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

Ability to:

- Assist with planning, organizing and prioritizing work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files and coordinating multiple projects simultaneously.

- Assist with coordinating, organizing, and/or conducting a variety of meetings, committees, trainings, workshops, and/or conferences which may include creating and/or presenting materials and information.

- Assist with developing, creating and maintaining documentation for SCTC members that is in addition to the financial software vendor manuals. Documentation may be created from frequently asked questions.

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

- Assist with managing an organized help desk ticketing system and customer support tickets within an organized help desk ticketing system.

- Reads 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 systems functions.

- Communicate effectively both orally and in writing, including developing and executing oral presentations for small and large groups.

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

ESSENTIAL DUTIES

- May assist with the record keeping of customer support requests in an organized help desk ticketing system. This includes providing day to day technical systems support to SCTC members for integrated business system.

- Assists with the evaluation of SCTC member requests of concerns, requirements, and needs for comprehensive integrated business system. This includes evaluating systems and gathering data to present to the financial software vendor, etc.

- Assist and manage user meetings for areas in the comprehensive business software system to allow for collaboration amongst the teams to share best practices, problem solve, etc.

- 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.

- Assesses training needs and conducts workshops/seminars for SCTC members and develops documentation and workshop materials; schedules and executes training sessions and reviews evaluation forms of participants.

- Acts as a beta tester for new software versions and applications by performing acceptance testing and calculating expected results.

- Acts as an information resource to SCTC members concerning integrated business system software applications; researches and resolves problems; incorporates repeated questions into training program and documentation.

- Plan, implement and supervise projects; work with others on special projects to design and format software programs to achieve desired results; performs other special projects as assigned.

- 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

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)