

SANTA CRUZ COUNTY OFFICE OF EDUCATION

SENIOR SYSTEMS SUPPORT LIAISON

DEFINITION

Under general direction of the assigned administrator, provide a variety of high-level systems support for the users for 10 school districts and Santa Cruz County Office of Education (COE) users of integrated business information systems software (finance, general ledger, budget, purchasing, payroll, retirement, position control and human resources). Support includes training, problem-solving involving complex system processing and integration issues, facilitating the understanding between departments of the effects of system integration. Support and maintain web-based applications. Assist in planning and coordinating the day-to-day activities and operations of the Business Information Technology Department.

SUPERVISION EXERCISED

May exercise technical and functional oversight of other Business Information Technology staff. Oversee and delegate support requests in conjunction with integrated business information systems vendor.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Identify opportunities to improve service delivery methods and procedures; review with appropriate management staff; and implement improvements.

Provide support to assist in oversight of management projects.

Support and maintain material and data within web-based applications. Maintain the Santa Cruz COE Business Services Division website, internet and intranet, and digital forms.

Enhance the support agent and district user interface tools within the Zendesk support ticket system management.

Serve as the primary resource and information source for the integrated business information systems.

Assist with the coordination of the workflow for Systems Support Liaison staff.

Provide crisis support for districts and Santa Cruz COE senior management personnel when administrator is unavailable.

Act as a representative for the unit when the administrator is unavailable; assist with daily operational tasks.

Provide training and problem-solving involving complex system processing and integration issues.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Facilitate and foster the understanding between departments of the effects of system integration.

Provide guidance and solutions for highly complex administrative support involving system processing and integration issues for all business software users; including but not limited to areas of personnel, employee management, payroll compensation and calculation, benefits calculation and compilation, retirement calculation and reporting, accounting, budget development, and record keeping systems.

Provide technical information and assistance to the assigned administrator of Business regarding business information system activities, needs and issues.

Perform on and offsite diagnosis of problems with software systems and provide timely resolution of problems.

Utilizing the support procedures plan, provide a variety of user support; answer user questions, explain and demonstrate system operation and requirements, correct user errors; serve as a liaison between business systems users in regards to system applications, changes, communications and other system operations issues.

Provide information to employees, supervisors, outside agencies or other personnel by interpreting policies, rules, regulations, procedures or by researching the information.

Participate in the review and testing of new and revised application modules; coordinate dissemination of information from business information vendor(s) concerning software changes and additions.

Work closely with business and technical staff on problem solving issues.

Upload, download, compile and arrange data from diverse and various internal and external sources or agencies. Process data into report format for system users.

Provide some system software maintenance.

Create and develop training materials in conjunction with the ERP integrated business software and use these materials for county-wide systems trainings. Modify training documentation to reflect software system changes.

Serve as a back-up for Systems Support Liaison and other business services functions, performing operational functions such as payroll support and A/P document production.

Reporting and creation of various media for transmission to outside agencies.

Communicate between system users and software vendor's support staff; work with software developers to resolve system problems.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Develop system processes and procedures for ongoing application systems support.

Assist with the development and maintenance of internal department operational processes, procedures and documentation. Train, monitor and guide Systems Support Liaisons in the proper and effective use of these operational processes, practices and standards.

Maintain current working knowledge of human resources and payroll workflow and administrative procedures.

Maintain confidentiality of data information.

Comply with the Santa Cruz COE board policies and administrative regulations.

Monitor inventory levels of computer supplies and equipment; order, receive, and maintain adequate inventory levels of parts and supplies; contact vendors and contractors to discuss and obtain product, service and pricing information.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The effective use of complex, integrated electronic information technology applications as they relate to accounting, budget, human resources, payroll, purchasing, etc.

Advanced, high-level application of integrated business information technology systems.

Advanced Excel tools including but not limited to functions, tables, macros and data manipulation for all business software users.

Ability to merge multiple report source data for web-based applications utilizing digital forms.

Complex and varied aspects of integrated school business procedures and workflow.

Emerging technologies and trends.

Logical sequence in the application of data sets, systems rules, procedures and practices.

Effective training techniques for complex, integrated systems for a wide variety of user types.

Systems/procedures analysis and problem solving techniques.

Advanced school business accounting, purchasing, payroll, retirement, human resources and budgeting concepts and practices.

Knowledge of (continued):

Exceptional customer service skills.

Skill and Ability to:

Effectively train personnel in varied and complex principles and techniques of systems usage and integration.

Analyze and evaluate complex problems, and effectively implement and/or propose solutions to those problems.

Maintain current working knowledge of complex and various aspects of integrated school business procedures and workflow.

Interact and work effectively and harmoniously with all levels of internal and external customers, utilizing superior customer-service/user-support skills.

Train both large and small groups of various learners/users.

Communicate clearly and concisely both orally and in writing.

Work under limited supervision within a broad framework of policies and highly complex procedures.

Assist with the coordination of the work flow and oversight of other team members in an effective manner, promoting a high-functioning, open, positive and motivated working environment.

Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Operate a variety of office equipment including computers, telephone systems, calculator, copy machine, fax machine, printers, and specialized check printing and folding machinery.

Produce a wide variety of correspondence and documents using a personal computer.

Time management, analyze work processes and suggest work improvements.

Analyze situations carefully and adopt effective courses of action.

Maintain a variety of records including, but not limited to, project management, logs and files related to assigned operation and functions; design, prepare and maintain on-line documentation.

Skill and Ability to (continued):

Identify and target problems, in coordination with management staff, which may inhibit timely and accurate operational processes.

Travel throughout the county to perform related duties.

Plan, organize, and prioritize assigned tasks to meet schedules and deadlines.

Be courteous and maintain a neat and clean appearance, and demeanor at all times.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experiences and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Completion of at least two years of college with a BA degree preferred. Specialized training in one or more of the following areas: Accounting, Human Resources, payroll, other school business and/or integrated financial IT applications.

Experience:

Three to five years of increasingly responsible experience providing systems support and training of an integrated school financial system or experience in any assigned areas of expertise: Accounting, Human Resources, purchasing, payroll, other school business and/or integrated financial IT applications is preferred.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and appropriate vehicle operation insurance.

Qualification Requirements

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sitting and standing frequently, walking short and moderate distances; frequent and repetitive use of hands (keyboarding), vision, hearing, speech/language processes; ability to use computers and other technological equipment, telephone, and use of personal automobile. Lifting and/or carrying 5-15 pounds is infrequent, 20 or more pounds is rare. Assigned work is normally

performed in office environment. Frequent travel to off-site locations. Continuous contact with various personnel and the general public is required. Prolonged exposure to excessive noise from folding machine.

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