

SANTA CRUZ COUNTY OFFICE OF EDUCATION

SYSTEMS SUPPORT LIAISON

DEFINITION

Under direction of the assigned administrator provide a variety of high-level systems support to District and SCCOE users of the integrated business information system (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.

SUPERVISION EXERCISED

No supervision exercised.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Provides training and problem solving involving complex system processing and integration issues.

Report to software vendor any system malfunctions and maintenance of business data.

Facilitates and fosters the understanding between departments of the effects of system integration.

Provides 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.

Performs on and off site diagnosis of problems with software systems, and provides timely resolution of problems.

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

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

Tests vendor software changes to assure accuracy of new system updates.

Communicates between system users and software vendor's support staff; performs troubleshooting and works with software developers to resolve system problems.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES, CONTINUED

Works closely with business and staff on problem solving issues.

Provides some system software maintenance.

Creates and develops training materials in conjunction with software system's parent organization (Digital Schools) and uses these materials for county-wide system's trainings. Modify training documentation to reflect software system changes.

Serves as a back-up for Account Specialist IV and other business services functions. Performs operational functions such as payroll support and A/P document production.

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

Develop system processes and procedures for ongoing application systems support.

Maintain current working knowledge of human resources and payroll workflow and administrative procedures by attending courses and system training.

Maintain confidentiality of data information.

Comply with the Santa Cruz County Office of Education board policies and administrative regulations.

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, etc.

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

Excel and data manipulation for county school district's business division reports.

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

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

Emerging technologies and trends.

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

Systems/procedures analysis and problem solving techniques.

Knowledge of (continued):

School business accounting, payroll, and other various aspects of the Account Specialist IV classification.

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.

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 machine.

Travel throughout the county to perform related duties.

Plan, organize, and prioritize assigned tasks.

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

Learn new technologies.

Identify and target problems which may inhibit timely and accurate processing of payroll and benefits.

Skill and Ability to (Continued):

Meet deadlines, analyze work processes and suggest work improvements. Exercise a high degree of independent judgment.

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

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 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 experience in supporting and training on a highly complex integrated information technology systems environment, with additional experience working in any of the assigned areas of expertise: Accounting, Human Resources, payroll, other school business and/or integrated financial IT applications.

License or Certificate:

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

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 lbs is infrequent, 20+ lbs 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. Exposure to excessive noise.

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