

# Sonoma County Office of Education – Job Description

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## Classified Management

### INFORMATION SYSTEMS SUPPORT SPECIALIST

#### **Definition:**

Maintains business software user documentation; providing analysis, and documentation for the users on all software enhancements from the state or our software provider as well as working with the various departments and state agencies to act as an interface between the districts, county users and technical staff. This position provides complex technical support to County Office and school district employees regarding computer business applications, provides software quality assurance by testing new or modified systems and performs related duties as assigned.

#### **Distinguishing Characteristics:**

This is a management classification that requires a thorough understanding and ability to analyze internal operations of a financial system from the business user's perspective related to budget, accounting, payroll, position control, and purchasing. This position also requires the ability to analyze various systems, as well as programs and make recommendations for implementation.

#### **Supervision Exercised and Received:**

Under direction of the Director of Information Technology, employees in this class receive limited supervision within a broad framework of policies and procedures. This position works closely with the Business Systems Support Analysts.

#### **Example of Duties and Responsibilities:**

*Duties and Responsibilities may include, but are not limited to, the following:*

- Acts as lead for implementation of document routing solution.
- 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.
- Implements fiscal year changes in financial, human resources, and payroll software.
- Conducts workshops/seminars for district and County Office personnel; collaborates in developing workshop curriculum, written documentation and workshop materials; schedules training sessions.
- Collaborates with Educational Support Services Division staff and Fiscal Advisors on tailoring ESCAPE features to optimize Local Control & Accountability Plan (LCAP) support.
- Acts as an information resource to employees concerning computer and software applications; researches and resolves problems; and incorporates answers to repeated questions into training program.

- Works with others on a special project basis to assist in the design and format software programs to achieve desired results; performs other special projects as assigned.
- Conducts workshops/seminars for district and County Office 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 provides one-to-one training 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.
- Troubleshoots software problems and takes corrective action.
- Acts as liaison between software vendors and County Office; coordinates installation of updates to applications.
- Attends workshops and seminars to remain current on computer applications; disseminates information to other employees and districts.
- Attends departmental management and supervisory meetings as needed.
- Composes correspondence and maintains records related to area.
- Collaborates on E-Rate related tasks.
- Performs duties as assigned.

## **Employment Standards:**

### ***Knowledge of:***

- Policies, procedures, functions and principles of data processing; 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, and data tracking systems.
- Business correspondence and professional telephone 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, desktop computers, mainframe computers, and printers.
- Standard English usage, spelling, grammar and punctuation.
- 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 files.
- 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.
- Be flexible and receptive to change;

- Understand and apply principles, techniques and procedures required for effective job performance.
- Install and maintain complex database systems.
- Troubleshoot Respond promptly to requests of internal and external clients; provide needed information, assistance, document routing solution 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 files.
- 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.
- Be flexible and receptive to change.
- 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 data processing.
- Determine sources of routine computer malfunction and take corrective action.
- 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 orally and in writing, including developing and executing oral presentations for small and large groups.
- Work in an independent manner with minimal direct supervision.

## **Education and Experience:**

*Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### ***Education:***

- High School diploma, equivalent or at least one year of higher education in a related field.
- Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.
- Additional relevant education may be substituted for experience.

### ***Experience:***

- One (1) year experience with software installation, training and/or customer support programs.
- Two (2) years experience working with a financial system related to budget, accounting, payroll, position control or purchasing, preferably in a California public school or community college setting.
- Project management experience is highly desirable.

### ***Physical Abilities:***

*The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.

- Occasionally standing, bending, stooping, kneeling.
- Occasionally crawling in confined spaces in buildings.
- Lifting up to twenty-five (25) pounds occasionally, fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers, and related equipment.
- Hear normal conversation.
- Speak clearly.
- Drive an automobile and transport equipment and documents.
- Sit for long periods in a typing position.
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***Work environment:***

- Work is performed in an office environment with minimal exposure to health and safety considerations.

***Other Requirements:***

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

***Other:***

- Revised: January 27, 2020
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission