

MONTEREY COUNTY OFFICE OF EDUCATION
Business Systems Support Technician

Classification: Classified
Salary Level: 41.5
Work Year: 12 Months

DEFINITION:

The Business Systems Support Technician is responsible for assisting with the development, documentation, testing, training, and implementation of new and existing computerized business systems used by the organization. The position will also develop and provide system support and services to local school district personnel, including, but not limited to, financial, budget, personnel, payroll, purchasing, and fixed assets systems.

SUPERVISOR:

Director II, External Services Finance and Business Services

POSITIONS SUPERVISED:

None

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/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES:

- Provide and assist in the development of system support and services to MCOE and local school district, community college, joint powers agency, and charter school personnel with regard to financial, budget, personnel, payroll, stores, purchasing, and fixed assets systems
- Provide a variety of user support; answer user questions, explain system operation and requirements, and correct user errors; serve as a liaison between business systems users and Technology Information Services staff with regard to system applications, changes, hardware, communications and other system operations issues; assure compliance with State Education Codes and other regulations
- Analyze local school district business and personnel processes as assigned; assist financial system users in the implementation and set up of features to support district business and personnel operations
- Participate in the preparation of documentation and user support materials and newsletters to assist MCOE staff and MCOE clients in using the business and financial systems; develop, organize and write user manuals, guides and other documentation; assist in the development and preparation of training materials
- Participate in the development, testing, and implementation of new and existing computerized business systems operated by MCOE including system updates and releases

- Develop test scenarios for computerized business systems and evaluate and report on results; assist and provide support to MCOE staff and district clients
- Actively participate in user training workshops to present new systems, features, and enhancements; provide one-on-one training to MCOE staff and MCOE clients as needed
- Perform tasks to assure successful processing of data; perform troubleshooting of assorted payroll, personnel, and other business processes; monitor output to verify integrity and accuracy of the system; perform various tasks related to the operation of the various computerized business systems
- Prepare or produce a variety of records and reports related to assigned duties; perform periodic tasks and special projects related to business systems, such as assisting and advising school district personnel, processing data, W-2 preparation, monitoring payroll processing, preparing system specifications, and producing reports
- Analyze user concerns, requirements, and requests for system features and uses; identify applications, modifications, and enhancements to existing systems to accommodate user needs
- Attend planning meetings and interview users to gather information on needs and desired system features
- Operate a variety of office equipment, including networked personal computers, various software applications, and printers
- Perform other related duties as assigned

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office or district) and drive an automobile; physical strength to lift 25 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Bachelor's degree in Business Administration, Accounting or Computer Science
- Two (2) years of experience in business, accounting, computer system support, or any equivalent combination of experience
- Experience in a public education environment is desirable

Knowledge of:

- Accounting and budgeting policies and procedures
- Payroll, retirement, personnel, and purchasing policies and procedures
- Operation of microcomputer equipment
- Database concepts, including file specifications and layouts
- Procedure analysis, use and interpretation of data, and technical writing
- Development and presentation of training materials and workshops

- Application of business systems to user needs
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy

Skill and Ability to:

- Assist with the development, documentation, testing, training, and implementation of various computerized business systems
- Develop and provide system support and services, specific to the computerized business systems used by the organization, to local school district personnel, including financial, budget, personnel, payroll, retirement, stores, purchasing, and fixed assets systems
- Investigate, identify and recommend solutions to system errors or the implementation of system enhancements
- Analyze and interpret various business, payroll, and personnel operations and processes
- Make recommendations for enhancements to existing procedures, techniques, or processes
- Read and interpret complex and technical reports, manuals and related materials
- Design and write technical documents
- Design test scenarios and analyze actual results against expected results
- Learn, explain, and answer questions regarding systems and features
- Communicate with, and provide training and/or presentations to individual users and to groups
- Analyze user requests, evaluate systems applications, and communicate with programmers
- Design and create reports using various computer applications
- Design forms and formats for training and documentation
- Read, interpret and apply technical documentation and federal and State laws and procedures
- Provide direction to others while maintaining excellent customer relations
- Work independently without immediate supervision

LICENSES AND CERTIFICATIONS:

- Valid California driver license and evidence of insurability