

MONTEREY COUNTY OFFICE OF EDUCATION

BUSINESS SYSTEMS SUPPORT COORDINATOR II FINANCE AND BUSINESS SERVICES

CLASSIFICATION: Classified Management

SALARY LEVEL: 75

WORK YEAR: 227

DEFINITION:

Under the direction of the Senior Director of District Advisory Services, the Business Systems Support Coordinator II is responsible to plan, organize, direct, oversee and perform activities related to the acquisition, development, documentation, testing, training, and enhancement of existing and new computerized business systems used by the organization; lead, manage, and represent the Systems Support Team of the Finance and Business Services Division (FBSD); provide support services to local school districts' and Monterey County Office of Education (MCOE) personnel in understanding and effectively using computerized business systems, applications, and manuals; assist with coordination with Technology and Information Services (TIS) staff working on business systems used by the organization; assist TIS staff in interpreting accounting rules and regulations and the Education Code and in delivering computerized business systems.

SUPERVISOR:

Senior Director of District Advisory Services

POSITION(S) SUPERVISED:

Classified staff assigned

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.

MAJOR DUTIES AND RESPONSIBILITIES: The following is a list of duties that is representative of the position that includes but is not limited to:

- Supervise, manage and represent the Business Systems Support Team of the Finance and Business Services Division
- Act as coordinator for the acquisition, development, documentation, testing, training, and enhancement of new and existing computerized business systems; attend planning meetings and interview users to gather information on needs and desired system features for re-engineering the system
- Develop and prepare training materials and plan user training workshops to present new systems, features, and enhancements; provide one-on-one training as needed. Conduct regular needs assessments of system users to determine appropriate training needs

- Assist the TIS staff with the understanding of the business systems used by the organization
- Gather information from users on conditions leading to system problems; analyze issues and problems and work in coordination with TIS staff to correct and resolve the issues; test solutions to assure proper production operation
- Learn new developments and enhancements to system components; develop and provide system support and services to local school district and MCOE personnel with regard to financial, payroll, budget, stores, purchasing, and fixed assets systems; assure computerized business system compliance with State Education Codes, accounting/auditing requirements and other regulations
- Monitor the accuracy and integrity of the computerized business systems as components are added and modified; develop controls to monitor and isolate potential system problems; identify and research system problems and correct out-of-balance situations; communicate and coordinate with TIS staff to prevent and correct the occurrence of system malfunctions and errors
- Provide system support and services to school district and MCOE personnel in understanding and using computerized business systems and manuals, user's guides and other documentation; participate in the preparation of documentation and user support materials
- Assist TIS staff in interpreting accounting rules and regulations and the Education Code and in developing computerized business systems, research manuals and other materials. Communicate with various agencies and departments to obtain information related to accounting issues; advise and provide information to MCOE or to a district
- Coordinate the distribution of information regarding financial system software updates with end users. Coordinating with TIS, manage the timing of the installation and testing of the software on test systems before installation on production systems
- Plan, lead, organize and participate in the development of processes and procedures for testing new systems and features; develop and utilize test data in the operating system and evaluate and report on results; assist and provide support to FBSD staff, including training, documentation, and system support
- Analyze user concerns, requirements, and requests for system features and uses; identify applications, modifications, and enhancements to existing systems to accommodate user needs
- Work with the various software vendors supplying the computerized business systems used by the organization
- Support and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions
- Lead, attend and participate in a wide variety of meetings
- Operate a variety of office equipment, including microcomputers, printers, microfiche reader/printer and a calculator
- Maintain awareness of and ensure compliance with relevant State and Federal laws and regulations, Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations

OTHER DUTIES:

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 and addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site) and drive an automobile; physical strength sufficient 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 from an accredited college or university in computer information science, business, accounting or a closely related field
- Four (4) years of professional experience in a business or computer-related position that included participation in the design or implementation of a computerized business system and experience in the management of support personnel

Knowledge of:

- Accounting principles, procedures, systems, and terminology
- Computerized business systems, applications and related technology
- Application and requirements of the California Schools Accounting Manual, State Education Code, and other applicable codes and regulations
- Finance, budgeting, payroll, personnel, and purchasing policies and procedures in public education
- Operation of microcomputer equipment and related software applications
- Analysis procedures, use and interpretation of data, and technical writing
- Personnel administration

Skills and Abilities:

- Supervise and lead a team of business and technology staff during the acquisition, implementation, and on-going use of a complex, centralized, integrated financial system
- Plan, organize, direct, oversee and perform activities related to the development, documentation, testing, training, and enhancement of new or existing computerized business systems
- Assign, prioritize, and monitor work assignments for staff
- Develop and provide system support and services to school district and MCOE personnel in understanding and using computerized business systems, applications, and manuals
- Develop and present training materials and workshops
- Assist TIS staff in interpreting accounting rules and regulations and the Education Code and in developing computerized business systems
- Investigate and analyze system problems and recommend solutions to system errors
- Assist in the development and implementation of system enhancements
- Read and interpret complex and technical reports, manuals and materials
- Design test data and analyze actual results against expected results
- Learn, explain, and answer questions regarding systems and features
- Communicate with, and provide training to, individual users and to groups
- Analyze user requests, evaluate systems applications, and communicate with appropriate staff
- Apply computerized business systems to user needs in public education
- Correct English usage, grammar, spelling, punctuation and vocabulary

- Interpersonal skills using tact, patience and courtesy
- Accept and carry out responsibilities

Desirable Qualifications:

- Two (2) years of accounting, systems analyst, or the equivalent in a school district or County Office of Education is desirable

Licenses and Certifications:

- California Driver's License with evidence of insurability