

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 137
RANGE: 154
NON-EXEMPT

BUSINESS SERVICES SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of the Senior Director, Internal Business Services, serve as a liaison between the Internal Business Services Department and Information Systems & Technology (IS&T) Department to provide systems support and analysis by leveraging technology solutions to meet the needs of the department and users of financial systems; work with assigned personnel to assess needs for various functions; assist in identifying and analyzing options and recommend process enhancements; assist management in identifying reports needed by the department and users of financial information; provide project support from design through implementation.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist department with technical issues related to the use of the financial systems; assist in the creation of queries to select and compile information from the financial system, as needed; investigate problems and develop detailed suggestions for resolution of issues.
- Communicate with county office personnel, school districts and outside agencies to request data, exchange information and resolve issues and/or concerns.
- Compose and distribute a variety of department and program correspondence such as letters, memoranda, newsletters, calendars, forms, applications and flyers as assigned; process and evaluate various forms and applications.
- Coordinate movement and maintenance of equipment, researches costs and processes related work orders.
- Establish timelines and priorities for data processing projects; ensure mandated reports are completed and distributed to appropriate governmental agencies or personnel according to established timelines and procedures.
- Input a wide variety of financial and statistical data into an assigned computer system; establish and maintain automated records and files; manipulate data and generate a variety of computerized reports.
- Maintain familiarity with all computer systems used in the department, utilizing them as needed, evaluating their effectiveness and making recommendations for enhancements.
- Participate in the development of systems enhancements and consult with the Senior Director and IS&T Department for the development and maintenance of reports related to financial transactions, position control/budgeting and other applicable Internal Business Services functions.
- Provide project support from design through implementation of financial systems; identify, track, monitor and communicate to personnel, as assigned, the progress of Internal Business Services Department system projects and upgrades.
- Respond to inquiries by staff and others; determine best possible manner to approach and resolve concerns/suggestions; work to provide positive, collaborative public relations and represent the organization and Internal Business Services Department by consistently maintaining cooperative and effective working relationships with others.
- Serve as a liaison between the Internal Business Services Department and IS&T to provide systems support and analysis and to leverage technology solutions to meet the needs of the department and users of the financial software system.

¹Unrepresented

- Train and provide technology assistance to department staff, school districts and other agency partners concerning computer system applications, operations and functions as assigned; assist in developing training plans and documents for staff utilizing financial systems; receive and respond to user telephone calls; provide information concerning related standards, requirements and procedures.
- Work with assigned personnel to assess needs for various functions; assist in identifying and analyzing options and recommend process enhancements to financial applications.
- Work with Internal Business Services Department in the development of project scope of work documents and project plans; participate in meetings regarding technology needs and information systems applications.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications and peripheral equipment properly and efficiently.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Perform related duties as assigned.
- Travel may be required for training within California.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Considerable ability to follow complex oral and written instructions.
- Generally accepted accounting and auditing principles, practices and procedures.
- Knowledge of computer operations and computer systems analysis.
- Strong analytical/problem solving skills.
- Working knowledge of and experience in utilizing database structures, on-line applications and system capabilities of assigned computer systems.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Define problems, collect data, establish facts and draw valid conclusions.
- Demonstrate excellent leadership, communication, written and verbal presentation skills.
- Demonstrate strong analytical and problem solving capabilities.
- Interpret customer and market needs into product features and functions that benefit customers and provide a competitive advantage.
- Interpret a variety of complex technical instructions and deal with several abstract and concrete variables.
- Maintain records and prepare reports, business correspondence and procedure manuals.
- Make complex decisions in accordance with county office policies and procedures.
- Meet schedules and timelines.
- Plan and organize work.
- Provide leadership and direction to system users concerning computer system applications, operations and malfunctions.
- Think logically in solving assigned problems and present recommendations with clarity in written and graphic form.
- Train staff and others of the technology resources with diplomacy, courtesy, discretion and confidentiality.
- Understand and follow oral and written instructions.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in Business Administration, Accounting, Computer Science or related field preferred.

EXPERIENCE

- Three years of increasingly responsible experience with data management, business systems and systems analysis.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program may be required at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Driving a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: October 1, 2017
Revised: November 14, 2017