

## **SAN MATEO COUNTY OFFICE OF EDUCATION**

### **TITLE: BUSINESS SYSTEMS SUPPORT COORDINATOR**

#### **BASIC FUNCTION:**

Under the direction of the Administrator, External Business Services, plan, organize and coordinate support functions for assigned California Educational Computer Consortium (CECC) business system modules that automate accounting, finance, budget, and human resources functions; serve as the primary liaison between Office of Education staff, CECC system support staff, and school district users; coordinate communications between Office of Education personnel and district users to ensure effective systems support and administration; organize and implement ongoing system user training.

#### **ESSENTIAL DUTIES:**

Act as liaison among CECC staff, school district system users, and Office of Education information technology and business services staff to assure smooth and efficient implementation of the CECC data base system; participate in the review and testing of new and revised application modules, and coordinate dissemination of information from CECC concerning software changes and additions.

Coordinate installation and system integration activities to ensure a smooth transition to the CECC data system; assist users to prepare for conversion to CECC software; confer with CECC representatives, Office of Education Programmer Analysts, and district users concerning system specifications, installations, data conversions, and data integration from third party software applications.

Coordinate and lead training teams for each module of the CECC business system whose members will present application training modules to end users; work with software vendor to prepare instructional presentation materials including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; arrange application user meetings to explain data system changes and enhancements.

Monitor and evaluate CECC system implementation activities; develop policies, guidelines, and standards to ensure the CECC data system is implemented and supported effectively; troubleshoot and resolve system implementation problems.

Collaborate with Office of Education employees in the business, human resources and IT departments to answer questions from users concerning integration of individual district business procedures with CECC software application requirements.

Prepare and maintain a variety of narrative and statistical data, records and files related to CECC system implementation.

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## **OTHER DUTIES:**

Attend meetings and conferences as required.

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other CECC system users.

Perform related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **Knowledge of:**

Accounting, budgeting, payroll and human resources administrative functions typically used within school districts.

Applicable laws, codes, regulations and policies concerning school business functions.

Methods and practices of project management and team leadership.

Practices and procedures associated with implementation and integration of complex business software systems.

Operations of business system software in both Windows and COBOL environments.

### **Ability to:**

Plan, organize and coordinate activities related to implementation of CECC business system.

Interpret technical system documentation and communicate information effectively.

Coordinate multiple projects simultaneously.

Analyze system implementation problems and develop appropriate courses of action.

Organize and develop training presentations.

Communicate effectively both orally and in writing.

Establish collaborative working relationships with Office of Education staff and school district system users.

Plan and organize assignments and meet schedules and timelines.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: B.A. degree with major in business, accounting, human resources or related field, supplemented with coursework or formal training in database administration or business system application support.

Four years increasingly responsible experience working with business, payroll or human resources function with a school employer.

Extensive experience performing data system user support functions including formal training.

## **LICENCES AND OTHER REQUIREMENTS:**

Valid California driver's license.

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**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office Environment.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.

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