

**JOB DESCRIPTION**  
**San Diego County Office of Education**

**Systems Expert, Enterprise Resource Planning**

**Purpose Statement**

Under administrative direction, the Systems Expert, Enterprise Resource Planning, plans, coordinates, and supervises the work of a technical unit responsible for providing application support for designing, configuring, testing, and system administration of various areas of the ERP application modules/system, including human resources, payroll, finance, or retirement functions, for the San Diego County Office of Education (SDCOE) and participating school districts and charter schools.

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**Diversity Statement**

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for ones actions and the resulting impact.

**Essential Functions**

- Maintains expert level application knowledge in multiple ERP Modules to support all job functions.
- Compiles and classifies user functional requirements and related data in shared information management systems used by the project team for the purpose of ensuring that the structure, work flow and content of assigned systems are effectively and efficiently developed.
- Provides requirements to the technical team to ensure system specifications and systems changes meet functional and business requirements.
- Utilizes technical understanding of ERP systems to perform the job function and support other teams (e.g. integration, reporting, process scheduling, Application Engine, coding, etc.)
- Maintains systems (e.g. system tables, application security, system configuration, etc.) for the purpose of ensuring proper system functionality, accuracy of data, and ongoing availability of systems.
- Documents and analyzes business system processes and workflow (e.g. payroll, time and labor, absence management, etc.) for the purpose of identifying needed improvements based on industry standards and business needs.
- Collaborates with districts' system users, implementation experts and outside contractors in specifying system requirements for the purpose of establishing work priorities and schedules, monitoring system/module development and implementation and evaluating system user feedback.
- Provides advanced end user support (e.g. system maintenance, report development, etc.) for the purpose of ensuring proper system usage and maintaining and enhancing existing systems.
- May serve as the liasion between SDCOE, client users, and other agencies and service providers to troubleshoot and resolve system problems related to the enterprise resources planning system.
- Advises COE, school district, and charter school personnel on processes, best practices, and the administration of system features and functions.
- Develops, implements, and monitors project activities to meet project goals and objectives.
- Writes, reviews, disseminates, and manages overall project administration documentation.
- Facilitates constructive and productive group interaction for the purpose of maintaining group commitment to goals and objectives which may include coordinating activities of specialized user groups.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Researches topics required to manage assignments (e.g. issues, relevant policies, new federal and state statutes, staffing requirements, financial resources, etc.) for the purpose of developing new trainings, ensuring compliance with regulatory requirements, securing general information and/or responding to requests.
- Stays current on ERP trends and released functionality through research, training and networking.
- Supervises analytical and technical staff as assigned for the purpose of ensuring their department and individual performance objectives are met.
- Tests and/or monitors the testing of developed application software for the purpose of ensuring that the delivered product matches defined requirements and expected functionality.
- Supports the Testing department in test script creation and testing of issue resolutions and implementation projects, as needed.
- Creates training material and lead end user training, as needed.
- Conducts research by reviewing system definitions, security setup, program code in Application Designer, utilizing Oracle's resources, PeopleBooks and PeopleSoft Technical forums.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Knowledge and Abilities**

KNOWLEDGE of:

Enterprise computer and PC applications;

Work process analysis techniques;

Human resources, payroll or financial business process analysis and modeling;

Principles, practices, regulations, and reporting requirements of California public education human resources, payroll or financial functions;

Principles and practices of enterprise business system functionality, structure, implementation, analysis and design;

Database management and analysis systems, concepts, and usage;

Strong understanding of SQL, SQR, App engine, People code, Component Interface and Fluid development.

ABILITY is required to:

Schedule activities, meetings, and/or events;

Gather, collate, and/or classify data; and use job-related equipment;

Analyze data utilizing defined but different processes;

Operate equipment using a variety of standardized methods;

Work with a diversity of individuals and/or groups;

Work with data of varied types and/or purposes;

Problem solve is to analyze issues and create action plans;  
Communicate effectively orally and in writing;  
Working effectively independently and as part of a team with minimum supervision;  
Communicate with persons of varied technical knowledge and backgrounds;  
Establish and maintain effective working relationships;  
Adapt to changing priorities;  
Set priorities, meeting deadlines and schedules;  
Working with detailed information/data; applying logical processes and analytical skills;  
Maintain confidentiality;  
Facilitate constructive and productive group interaction;  
Drawing valid conclusions;  
Generate a range of alternative solutions and courses of action.

### **Working Environment**

#### **ENVIRONMENT:**

Duties are typically performed in an office setting.

May be designated in an alternate work setting using computer-based equipment to perform duties.

#### **PHYSICAL ABILITIES:**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires sitting, walking, and standing. This job is performed in a generally clean and healthy environment. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

### **Education and Experience**

**Experience:** A minimum of five (5) years of PeopleSoft application and analysis experience as a functional expert in an application system capacity, including two (2) years experience with business process analysis, monitoring data, and resolving related issues for human resources, payroll, finance, or retirement business systems, including PeopleSoft application and analysis experience with at least three (3) HCM and or FSCM modules.

This position also requires two (2) years of Peoplesoft application lead experience; two (2) full life cycles for PeopleSoft implementations on large complex projects; two (2) PUM updates; three (3) years of experience in PeopleSoft 9.2 and PeopleTools 8.5X or above and two (2) years of PeopleSoft Testing Framework experience preferred.

**Education:** Bachelor's degree in computer science, information systems, data management, or related field.

**Equivalency:** A combination of education and experience equivalent to a bachelor's degree in computer science, information systems, data management, or related field, and a minimum of five (5) years of PeopleSoft application and analysis experience as a functional expert in an application system capacity, including two (2) years experience with business process analysis, monitoring data, and resolving related issues for human resources, payroll, finance, or retirement business systems, including PeopleSoft application and analysis experience with at least three (3) HCM and or FSCM modules.

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Required Testing

N/A

Certificates

Valid CA Driver's License

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice  
Fingerprint/Background Clearance  
Drug Test  
Tuberculosis Clearance

FLSA State: Exempt

Salary Range: Classified Management, Grade 044

Personnel Commission Approved: October 19, 2016

Revised: 10/2019; 05/2021