



JOB DESCRIPTION

Position Code: 549
Classified Group: CSEA
Salary Range: 32
Work Calendar: 001
Page 1 of 2

POSITION TITLE: Financial Information System-Support Specialist

DEFINITION: Under general supervision, processes large reports, batch printing requests and scans large batch jobs received to support the operations of district departments; maintains output media supplies; provides technical support for the financial information system to district staff and performs routine servicing of assigned equipment to ensure operability.

DIRECTLY RESPONSIBLE TO: Coordinator, Business Systems Support

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities that may be found in positions within this classification.):

1. Processes large report requests received from fiscal services departments within the district financial system.
2. Provides support and assistance to end-users by providing information and remote technical assistance via telephone, email, screen sharing support tools, etc. and escalates more complex issues to appropriate technology personnel for resolution.
3. Troubleshoots and resolves problems received from end-users regarding hardware and software as it pertains to the operation of the district's financial system for assigned areas of responsibility.
4. Responsible for printing payroll and vendor checks and various employer/employee financial documents (i.e. W-2s, 1099s, 1095-Cs, etc.) in compliance with applicable laws and regulations.
5. Communicates with departments to ensure the accuracy of generated outputs per the specifications provided by the department and/or requestor.
6. Provides basic training and supports end-users in the use of district financial information system for assigned areas of responsibility.
7. Sets up applicable equipment with required input or output media (i.e. paper, cards, paycheck stock, etc.).
8. Maintains inventories and control records of check stock and other applicable documents and initiates purchase order requests to replenish stocks.
9. Responsible for scanning documents and uploading of files into district electronic filing systems in accordance with district policies and procedures.
10. Organizes departmental equipment e-waste and schedules collection pickups with approved vendor(s).
11. Performs routine servicing of equipment in accordance with departmental policies and procedures to ensure the equipment is properly maintained and cleaned.
12. Monitors the operation of assigned equipment and controlled environmental conditions and notifies management of any failures or serious malfunctions via departmental incident reports.
13. Contacts external vendors to initiate and schedule non-routine service requests of equipment and notifies management of any parts needed to be replaced as necessary.
14. Generates, documents, and tracks work orders in response to technical difficulties reported by end-users related to the operation of the district's financial system.

15. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Any combination of education, experience or training equivalent to graduation from high school that demonstrates the ability to perform the job duties of this position.

Knowledge, Skills, and Abilities:

- Knowledge and skill in use of computers and assorted software programs
- Knowledge of basic computer equipment maintenance procedures
- Knowledge of modern office practices and procedures, including filing systems
- Knowledge of principles and practices of data processing procedures, controls, workflow and operating techniques
- Knowledge of business practices, processes and procedures
- Knowledge of effective use of manuals and training aids
- Ability to use troubleshooting techniques to solve minor software and/or hardware problems
- Ability to understand and follow verbal and written instruction
- Ability to communicate effectively both verbally and in writing with all levels of district staff and external vendors
- Ability to work effectively with all levels of district staff
- Ability to establish priorities and meet deadlines
- Ability to maintain consistent, punctual and regular attendance

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Moderate to Loud noise

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange information both in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print
- Move about facilities to conduct work, including walking, sitting, or remaining in a stationary position for extended periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination
- Lift or move equipment or objects weighing up to 30 pounds

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 6/24/1986
Revised: 2/12/2020