



## JOB DESCRIPTION

**Position Code:** 774  
**Classified Group:** SJAA  
**Salary Range:** A-11  
**Work Days:** 225  
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**POSITION TITLE:** Coordinator, Business Systems Support

**DEFINITION:** Under general direction of Technology Services Project Manager, manages, supervises, and coordinates business system applications support, including district financial, human resources, payroll, time and attendance, and related systems. Coordinates system implementations and provide management assistance and analysis to financial and human resource departments including planning, project implementation, analysis, and problem resolution. Analyzes business problems and assess how automated systems can be implemented to solve them. Coordinate and collaborates with technical teams to identify and facilitate issue resolution with functional and technical groups; serves as liaison between Technology Service, other departments, and outside vendors.

**DIRECTLY RESPONSIBLE TO:** Project Manager, Technology Services

**SUPERVISION OVER:** Classified staff as assigned

**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. Administer all district business support services applications provided to schools and departments.
2. Provide consultation, management assistance, and analysis to schools and departments regarding the use of business information systems and the application of information security protocols.
3. Develop and implement goals, objectives, policies, and priorities for the district business systems support unit; identify resource needs; recommend and implement policies and procedures.
4. Develop, manage, and monitor project implementation timelines and schedule changes.
5. Select, train, manage, and evaluate staff; provide or coordinate staff training; work with employees to correct deficiencies; know operational issues, implement discipline and termination procedures.
6. Prepare written correspondence to the district on information systems modifications, reports, updates, etc.
7. Answer questions and provide information to management, staff, and district personnel regarding system procedures.
8. Prepare and conduct training classes for district and school staff; prepare user procedural documentation and training materials.
9. Develop comprehensive software test plans to ensure software applications are tested thoroughly. Test software applications to ensure their quality and compliance with established business policies, and practices while documenting test results.
10. Consult and collaborate with staff to review, develop, and implement new or updated procedures, software applications, and user documentation.
11. Provide direct functional application support to district personnel and serve as a resource to professional and technical staff.
12. Assist in defining project scope, objectives, and critical target dates.

13. Work with district and school personnel to problem solve, develop solutions for complex business concerns, and work with district customers to develop recommendations for software updates or modifications to improve operational effectiveness.
14. Evaluate new software applications.
15. Perform analysis to determine software application requirements and issue resolution.
16. Define and document application requirements for computer application enhancements.
17. Coordinate the implementation of software updates working with internal organization personnel.
18. Analyze, design, implement, and maintain user security for application access, respond to security issues in a timely manner when necessary
19. Analyze, design, implement, and maintain workflow models for software applications.
20. Design, develop, and maintain reports using application reporting tools.
21. Keep up-to-date on emerging technologies and methodologies, and attend training classes as necessary.
22. Provide supervision over computer operators and other assigned staff.
23. Performs related work as required.

## **QUALIFICATIONS:**

### Education and Experience:

Five years of responsible professional experience managing application support for enterprise-wide systems and working with cross-functional teams in business, operations, and technology; five years of knowledge and expertise in business process improvement centering on the usage of technology to improve departmental operations; experience working with QSS finance system and Employee Self-Service application; experience in managing and working with vendor partners in planning and implementation of enterprise-wide systems; experience working with functional area managers and subject matter experts in Finance, Payroll, Benefits, Human Resources, Procurement, Risk Management, Warehouse, and school sites; experience in financial, student information, and other compliance-related reporting to federal, state, and third-party agencies.

### Licenses and Certifications:

- Valid California Class C driver's license issued by the California Department of Motor Vehicles within 30 days of hire or before driving any vehicle requiring this license

### Knowledge, Skills, and Abilities:

- Knowledge of concepts and principles of complex integrated business applications, such as Financial Accounting, Human Resources, Credentials, Benefits, Payroll, and Time Attendance. Knowledge of advanced principles of business analysis, project management, and training
- Knowledge of principles and practices of system testing, analysis, and security administration
- Knowledge of methods and techniques used to provide specifications, test, and implement applications
- Knowledge of methods and techniques of evaluating business requirements and developing information systems solutions
- Knowledge of project management and reporting
- Knowledge of principles and practices of quality assurance techniques and testing
- Knowledge of principles and practices of programming languages

- Knowledge of methods and techniques of developing application technical manuals and documentation
- Knowledge of methods and techniques of Structured Query Language (SQL)
- Knowledge of methods and techniques of databases
- Knowledge of methods and techniques of reporting tools
- Knowledge of end user device operating systems
- Knowledge of management practices and principles
- Ability to analyze problems and develop solutions, and recommend and implement changes
- Ability to compile, analyze, interpret, and report research findings
- Ability to interpret and apply pertinent federal, state, and local laws, codes, and regulations
- Ability to manage and coordinate the work of management, technical, and professional personnel
- Ability to select, supervise, train, and evaluate staff
- Ability to communicate effectively in oral and written form
- Ability to work collaboratively and independently to find creative solutions
- Ability to establish and maintain strong cooperative working relationships with those contacted in the course of work
- Ability to concentrate under pressure to perform tasks to meet deadlines
- Ability to independently respond to numerous requests and deadlines; prioritize assignments
- Ability to meet accuracy and productivity requirements to perform the required tasks
- Ability to maintain consistent, punctual and regular attendance

**WORKING CONDITIONS:**

Work Environment:

- Indoor office environment
- Moderate noise
- Continuous contact with staff
- Frequent travel between district site

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

- Inspect documents and other written materials with fine print
- Communicate to exchange information in person, in small groups, and/or on the telephone
- Move about school and facilities to conduct work, including remaining in a stationary position for long periods of time
- Operate tools and office equipment requiring repetitive hand movement and fine coordination
- Physical, mental and emotional stamina to endure long hours under sometimes stressful conditions

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: 2/13/2018