

COORDINATOR, BUSINESS SYSTEMS

DEFINITION

Under direction, acts as a liaison among school district system users and County Office of Education (Office) Information Technology (IT) and Business Services staff to ensure smooth and efficient implementation of the business financial and information systems; coordinates installation and system integration activities to ensure a smooth transition to the business financial and information systems; coordinates and leads training teams for modules within the business financial and information systems to deliver appropriate training material to end users; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Executive Director, District Business Services. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing analytical and coordinative duties in support of the implementation of technology solutions for optimizing business financial and information systems. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Acts as a liaison among school district system users and Office information technology and business services staff to ensure smooth and efficient implementation of the business financial and information systems.
- Coordinates installation and system integration activities to ensure a smooth transition to the business financial and information systems; assists users to prepare for conversion to new or enhanced versions of vendor software; confers with vendors and school district users regarding system specifications, installations, data conversions, and data integration as needed.
- Coordinates and leads training teams for modules within the business financial and information systems to deliver appropriate training material to end users; develops instructional presentation materials to reinforce trainings and increase user productivity; coordinates meetings to provide information regarding any data system changes and enhancements.
- Monitors and evaluates business financial and information system implementation activities; develops policies, guidelines, and standards to ensure the system is effectively implemented and

- maintained; troubleshoots and resolves problems as needed.
- Provides technical support to system users regarding the use of data system modules and the creation of data reports.
- Collaborates with school district system users and the IT department to answer questions from users concerning the integration of individual district business procedures with software application requirements.
- Participates in the review and testing of new and revised business financial and information system applications and coordinates the dissemination of information from vendor(s) concerning software changes and additions.
- Coordinates, collaborates, and confers with appropriate vendors regarding system enhancements and issues including bugs and enhancement requests to ensure organizational needs are met.
- Updates and maintains the appropriate Office websites; ensures content and materials are current and valid.
- Stays abreast of current trends and developments in automated business information systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information systems, business, public administration, or related field; and
- Four (4) years of increasingly responsible experience supporting business financial and information systems or software applications.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Enterprise accounting, budgeting, payroll, human resources and data management systems.
- Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.
- Operation and integration of educational software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand complex issues and specialized information.
- Work with information and raw data and develop meaningful conclusions for decision making.
- Adapt ways of thinking and working in response to changing job requirements and legal mandates.
- Summarize complex information and write instructional materials; deliver oral presentations for large groups of data system users.
- Think through issues and develop alternatives to solve problems; evaluate alternatives and decide on an appropriate course of action.
- Break down issues or problems into component parts to identify root causes and effects.
- Understand and develop business processes and workflows in order to plan, organize, and coordinate work projects, while managing resources to meet a specific goal.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.