



COORDINATOR, ENTERPRISE SYSTEMS SUPPORT

DEFINITION

Under general direction, plans, organizes and coordinates operations and activities in support of assigned financial enterprise (ERP) system database, network, servers, and backup solutions to meet the needs of the Office, and its districts and charter schools; supports the Office's financial applications, servers, databases, and check processing operations; facilitates and coordinates data collection and reporting of financial and retirement data; coordinates projects and communications to meet the Office's and County school districts' technology needs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Enterprise Systems Support series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. 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. This class is distinguished from the Supervisor, Integrated Technology Support in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

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.

- Plans, organizes and coordinates operations and activities involved in the programming, development, operation, analysis, maintenance and repair of the Office's financial enterprise (ERP) system, databases, network, hardware, software and peripherals; ensures related activities comply with established laws, codes, rules, regulations, policies and procedures.
- Coordinates functions involved in processing, generating and printing checks, reports, documents and various other materials; oversees the inputting, updating and formatting of related data; ensures accuracy and completeness of printing jobs.
- Oversees and participates in technical assistance services to provide users with information concerning the operation of the (ERP) system, databases, hardware, software and peripherals, related practices, requirements, procedures and malfunctions; monitors help desk requests and coordinates troubleshooting and solutions to ensure proper and timely response to user needs.
- Coordinates the review, analysis and modification of existing systems and programs; coordinates the installation, configuration, modification and operation of computer hardware, software, networks and

peripherals; ensures proper installation of hardware and software, and testing of applications to assure proper operation.

- Coordinates the design, development, upgrading and implementation of new system applications to meet the Office's and County school districts' technology needs; collaborates with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions.
- Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Monitors and renews server and related software certifications and subscriptions; monitors inventory of computer supplies and equipment and orders, receives and maintains adequate inventory levels; contacts vendors and contractors to discuss and obtain product, service and pricing information; researches, analyzes and recommends the purchase of computer hardware, software and technology services according to product quality and price effectiveness.
- Collaborates with department and other Office staff on technology-related initiatives; participates in building and implementing department and unit strategic plans; assists in the development of the unit's budget.
- Stays abreast of current trends and developments in ERP systems operations, database management, and financial reporting 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:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in database administration, business, human resources, public administration or related field.

Experience:

- Five (5) years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

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 of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
- Principles, practices and methods of database structures, computer programming and system design, database structures, on-line applications and system capabilities of technology systems.

- Customer service and help desk standards, practices, techniques and procedures.
- Basic information technology project management principles.
- 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.
- SMCOE and mandated safety rules, regulations, and protocols.
- 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:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Coordinate projects, personnel, help desk functions, data processing and communications to meet SMCOE and school district technology needs.
- Ensure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
- Coordinate the design, development, upgrading and implementation of new system applications.
- Review, analyze and modify existing systems and programs.
- Manage user support functions concerning technology systems, applications and malfunctions.
- Coordinate the processing, generating and printing of checks, reports, documents and other materials.
- 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 operate a motor vehicle and visit various SMCOE sites; vision 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.