

ENTERPRISE SYSTEMS OPERATIONS ANALYST

DEFINITION

Under direction, performs a variety of specialized activities involved in the data collection and reporting of financial and retirement data for San Mateo County Office of Education (Office), County school districts, and charter schools; processes a variety of enterprise systems records, performs system enhancements, and resolves data problems to meet the needs of Office and client school district technology users; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level professional classification in the Enterprise Systems series is responsible for independently performing duties in support of the data collection and reporting of financial and retirement data. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

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.

- Executes a variety of enterprise financial system processes and queries to generate financial and retirement data files and reports for distribution to Office users and outside agencies such as federal and state tax agencies, California Public Employees' Retirement System (CalPERS), California State Teachers' Retirement System (CalSTRS), California School Employees' Association (CSEA), employee benefits providers, and financial institutions.
- Facilitates the collection, management, manipulation, reporting and distribution of computerized financial data used for analysis; verifies integrity of data in new systems.
- Reviews and analyzes computerized financial records and reports to assure accuracy and detect processing errors; modifies systems and applications to resolve errors as needed; determines appropriate error corrections for software and corrects existing data as necessary.
- Reviews, analyzes and modifies existing enterprise financial system and related programs as necessary; prioritizes and responds to requests concerning existing computer systems and programs; evaluates system performance and utilization; modify programs and systems to enhance operations.
- Provides technical support to Office staff and school district technology users; responds to inquiries and provides training and information concerning the proper use and operation of enterprise financial system and related programs; assists staff with resolving system problems and provides data

processing solutions.

- Prepares and maintains a variety of records and reports related to enterprise financial system programs, files, layouts, enhancement requests, errors and assigned activities; utilizes system to initiate queries and generate computerized reports as requested.
- Communicates with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Stays abreast of current trends and developments in enterprise data systems and financial reporting; evaluates and recommends new technologies for effectiveness in meeting the business requirements and objectives of technology users.
- 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 in computer science or related field.

Experience:

- Three (3) years of increasingly responsible experience involving the development of computer systems, databases, and applications.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles, practices and techniques used in the development, maintenance and analysis of computer systems, databases and applications.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Database structures, on-line applications and system capabilities of Office computer systems.
- Techniques of testing and debugging computer programs.
- Record-keeping and system documentation techniques.
- Basic cybersecurity, disaster recovery and business continuity best practices.
- 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:

- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Review, analyze and modify existing enterprise system and related programs as necessary.
- Analyze requests for enterprise system additions and revisions.
- Maintain various records related to work performed.
- Analyze situations accurately and adopt an effective course of action.
- 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 Office 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.