

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SYSTEM SUPPORT REPRESENTATIVE II

RANGE: 25

BASIC FUNCTION:

Under the direction of an assigned supervisor, support and facilitate data processing activities for schools, district offices and the Contra Costa County Office of Education (CCCOE). Primarily support processing activities for users of the Munis system applications, and provide input and assistance in identifying and resolving processing problems via email and phone calls. Diagnose and resolve hardware and software problems following departmental procedures; and provides technical support consultation to faculty, staff, and internal customers. Develop and maintain procedural documentation for current Munis system version.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as a liaison between users and the Munis system staff.

Provide telephone assistance to users of online systems.

Diagnose and resolve hardware and software problems following departmental procedures; and provides technical support consultation to faculty, staff, and internal customers.

Enter help requests in the Technology Systems Financial System Help Desk system.

Develop and maintain procedural documentation for current Munis system version.

Monitor daily status of user processing activities and help desk requests and helping to resolve outstanding issues.

Assist in evaluating application program requirements and user training.

Assist with help desk report processing and monitor regular distribution of completed reports to users.

Support technology systems support staff in providing training to users in new techniques and features of systems provided by the data center.

Collaborate with Financial System Support Team to establish and maintain help desk procedures and practices.

Provide backup support for the Printer Support Technician for check production.

Assist with booking, monitoring and maintaining training labs and equipment.

Support System Representative II

Assist managing purchases and budget for Technology Systems and FSST.

Maintain accurate records.

Provide excellent and expedient customer service.

OTHER DUTIES:

Maintain current knowledge of technological advances in the field.

Participate in Tyler Community and other appropriate forums or associations.

Perform a variety of data processing tasks with minimum supervision within a framework of established procedures.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Tyler Munis Financial and other related systems

Principles of organization, modern office methods and record keeping systems

Electronic data processing equipment; principles and techniques of computer functions

MS Word and Excel

Oral and written communication skills

ABILITY TO:

Work independently with minimal supervision

Communicate effectively both orally and in writing

Follow oral, written and coded instructions

Ability to prioritize issues and escalate according to provided guidelines

Use time efficiently and meet deadlines

Provide quality customer service

Deal tactfully with internal and external customers

Establish and maintain effective working relationships

Work cooperatively with others, gaining their respect and confidence

Exercise sound judgment

Analyze data and draw sound conclusions

Plan and organize work

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by applicable community college-level course work in computer science, financial or accounting or related field and two years' experience in the performance of difficult statistical, financial or accounting/clerical operations.

Support System Representative II

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone

Dexterity of hands and fingers to operate computer keyboards and other assigned equipment

Seeing to read a variety of materials

Sitting or standing for extended periods of time

Bending at the waist, kneeling or crouching