

CONTRA COSTA COUNTY OFFICE OF EDUCATION

PROFESSIONAL ADMINISTRATIVE SALARY RANGE: 18

CLASS TITLE: District Technology Support Analyst

BASIC FUNCTION:

Under the direction of an assigned supervisor, serve as technical advisor and resource to Financial System Support Team (FSST) and school districts for Human Resources (HR)/Payroll and other financial modules as assigned. Provide support for the preparation, processing and maintenance of district HR/Payroll processes; train and support users of the Financials System and various software applications; prepare operating instructions and procedures and update user manuals.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide support to districts as part of the FSST; participate and help facilitate both HR and Payroll user groups; receive and respond to phone calls and e-mails from districts related to the Financial System and related technologies. Analyze complex Financial System user problems, evaluate alternatives and devise user-friendly solutions. Train district and CCCOE employees in HR/Payroll and other financial processes. Develop training and operations documentation; conduct training workshops and assist districts with updating process and procedures.

Work with team members and the Financial System Vendor to provide input on design and specification of system enhancements; test new and updated program enhancements.

Serve as a technical resource to administrators and employees concerning HR/Payroll and accounting activities, salaries, retirement plans and other contribution accounts; respond to inquiries and provide information.

Prepare and maintain a variety of files, records and reports related to personnel, payroll, deductions, garnishments and assigned activities.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; drive a vehicle to district sites as needed. Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and resolve issues or concerns.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Training principles and practices.

Preparation, maintenance, verification and processing of payroll and retirement records and reports.

Payroll policies, objectives and procedures of CCCOE and school districts.

Tax withholding, voluntary deductions, garnishments and supplemental insurance.

STRS and PERS retirement plans.

Organization, operations, policies and objectives of CCCOE and school districts.

Modern office practices, procedures and equipment.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Provide support for the preparation, processing and maintenance of district payrolls to assure employees are paid in an accurate and timely manner.

Prepare and maintain a variety of automated and manual records, files and reports.

Serve as a technical resource to personnel concerning payroll functions and activities.

Provide support for monitoring, adjusting and reconciling payroll data.

Plan and organize work.

Work confidentially with discretion.

Work independently with little direction.

Operate standard office equipment including a computer and assigned software.

Communicate effectively both orally and in writing.

Add, subtract, multiply and divide quickly and accurately.

Establish and maintain cooperative and effective working relationships with others.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Three years increasingly responsible experience in the technology, human resources, and/or payroll field. Bachelor's Degree in information technology or related field, preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and calculator.

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.