

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Financial System Support/Trainer

Professional Administrative Salary Range: 14

BASIC FUNCTION:

Under the direction of the assigned supervisor, design, implement and assess professional development programs in the areas of technology, software, and countywide financial system; develop instructional and training materials and author user manuals; answer end-use questions; manage the operation of fee-based professional development classes in the County Office multi-media computer lab and satellite sites throughout the county. Serve as technical support, trainer, resource and facilitator of the monthly HR User Group for the financial system to the Contra Costa school districts and the Contra Costa County Office of Education (CCCOE).

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Design, implement and assess professional development programs in the areas of technology, software, and countywide financial system; develop instructional and training materials and author user manuals; answer end-use questions; communicate with participants to determine technology and training needs; coordinate with technology and other staff to develop training activities and presentations.

Serve as technical advisor and resource to school districts in the County and to various County Office departments in areas relating to technology and specifically Payroll and Human Resources Financial System Support; receive and respond to, help desk requests, phone calls and e-mails from districts related to various Contra Costa County Office of Education (CCCOE) Financial System-related problems and procedures; analyze complex user problems, evaluate alternatives and devise efficient cost-effective, user-friendly solutions.

Serve as technical support, trainer, resource and facilitator of the monthly HR User Group for the financial system to the Contra Costa school districts and the CCCOE.

Train and support users on various software applications and data queries and application software screens; train users in the process and selection of data queries; conduct training workshops and assist districts in changing current procedures; assist districts in data conversion activities.

Perform complex data queries in areas related to benefits, census, SUI, payroll, personnel and others as directed; submit queries to districts and appropriate personnel in a timely manner.

Test new and updated program enhancements.

Notify users of system-wide problems; participate in the resolution of system malfunctions and problems.

November 2013

Prepare operating instructions and procedure documents as needed; update, print and organize user manuals; provide manuals to users as requested; prepare and maintain records and reports related to assigned activities.

Operate a computer and assigned software; operate standard office equipment as assigned; drive a vehicle to various sites to conduct work.

Communicate with various departments and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Attend and conduct various meetings related to assigned activities.

Provide support in the preparation of various financial records, queries, or reports.

Manage Microsoft E-Learning access. Create and assign individual training or Learning Plans for students or groups. Track E-Learning usage and progress.

Oversee the operations of fee-based professional development classes in the County Office multi-media computer lab and at various satellite sites throughout the County; coordinate professional development technology classes held in the multi-media lab; coordinate and conduct professional development activities held at school sites within the County.

Coordinate the operation, scheduling and maintenance of the multi-media lab and portable laptop computers.

Develop and maintain collaborative working relationships with District and school staffs, and appropriate outside agencies, to further the use of technology in the support of staff development.

Participate in marketing activities and training for the County Office, Districts and the general public; assist in marketing the technology services of the County Office.

Provide technical assistance to County Office departments and staff and to Districts within the County.

Operate assigned computers, software and related peripherals; operate digital and video cameras, overhead projectors, network hub and airport, scanner, and other equipment as assigned; drive a vehicle to various sites to conduct work.

Prepare and maintain a variety of records and reports related to assigned activities; develop training materials and schedules; maintain software licenses; maintain attendance records for various classes; prepare newsletters, brochures and other information or marketing materials as assigned; participate in grant development and writing activities.

Communicate with a variety of departments, software and hardware vendors, training organizations and other outside agencies to exchange information, coordinate activities, and resolve issues or concerns.

Maintain current knowledge of educational resources and innovations in technology in areas related to hardware, software and training.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and techniques of business process analysis and design.

Principles of operations of computer technology.

California schools payroll, human resources and finance functions and terminology.

Database functions and structure.

Principles of training and supporting technology users.

Interpersonal skills including tact, patience and courtesy.

Oral and written communication skills.

Record-keeping techniques.

ABILITY TO:

Serve as technical advisor and resource to school districts in the County and to various County Office departments in areas relating to technology.

Train and support users on various software applications.

Prepare and develop operating instructions and procedures and update user manuals.

Plan and organize work.

Work independently with little direction.

Meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in information technology or related field and three years increasingly responsible experience in the technology, human resources, and/or payroll field.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License.

WORKING CONDITIONS:

November 2013

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.