CLASS TITLE: BUSINESS SYSTEMS SPECIALIST

BASIC FUNCTION:
Under direction, assist with the development, documentation, testing, training, and implementation of new and existing integrated computerized business systems used by the organization; develop and provide system support and services to education agency personnel, including financial, budget, personnel, payroll, retirement, stores, purchasing, and fixed assets systems.

REPRESENTATIVE DUTIES:
Provide a variety of training and user support and services to education agency personnel in understanding and using computerized and integrated business systems and manuals; answer user questions, explain system operation and requirements, and serve as a liaison between education agency users, business system vendors and Technology Services staff; E

Develop and prepare training materials and participate in user training workshops to present computerized business features, modifications and enhancements; provide one-on-one training as needed; E

Develop and provide system support and services to education agency personnel with regard to financial, budget, personnel, payroll, retirement, stores, purchasing, and fixed assets systems; E

Participate in the preparation and distribution of documentation and user support materials to assist district personnel in using the systems; develop, organize and write user manuals, guides and other documentation; E

Participate with the development, testing, and implementation of new and developed enhancements to existing computerized business systems operated by the organization; E

Participate in the installation and testing of new and existing system enhancements and features; develop and utilize test data in the operating system and evaluate and report on results to supervisor, business system vendors and Technology Services staff as appropriate; assist and provide support to VCOE staff; E

Analyze user concerns, requirements, and requests for system features and uses; identify and communicate to supervisor, business system vendors and Technology Services staff as appropriate, all applications, modifications, and improvements to existing systems that will enhance user productivity; E

Analyze business systems, technology and software issues affecting system users, troubleshoot and prioritize these issues. Work closely with business system vendors and Technology Services staff to correct hardware, network, software and other technology related issues affecting the various computerized business systems; E

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Perform tasks to assure successful processing of data; run reports for various payroll, retirement, personnel, and other financial processes; monitor output to verify integrity and accuracy of the system. Perform various tasks related to the operation of the various computerized business systems.

Prepare or produce a variety of records and reports related to assigned duties; perform periodic tasks and special projects related to business systems, such as assisting and advising district personnel, processing data, W-2 preparation, monitor payroll processing, retirement auditing and processing, preparing system specifications, and producing reports.

Attend planning meetings and interview users to gather information on needs and desired system features.

Operate a variety of modern business technology and devices, including computers, mobile devices, integrated computerized business systems, financial spreadsheets, presentation software, word processing programs and other related software systems and equipment, and perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Accounting principles, budgeting, procedures, systems and public education terminology.
- Payroll, retirement, personnel, and purchasing policies and procedures in public education.
- Operation of client-server and modern technology including computers and devices.
- Database concepts, including file specifications and layouts.
- Networking systems including LAN, WAN, server applications and related technology.
- Analysis procedures, use and interpretation of data, and technical writing.
- Development and presentation of training materials and workshops.
- Application of modern technology, including integrated computerized business systems to user needs in public education.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Effective oral and written communication skills.
- Applicable sections of the State Education Code, California School Accounting Manual and other applicable laws, rules, regulations and guidance.
- Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**
- Assist with the development, documentation, testing, training, and implementation of various integrated computerized business systems;
- Develop and provide system support and services to education agency personnel, including financial, budget, personnel, payroll, retirement, stores, purchasing, and fixed assets systems;
- Investigate, identify and recommend solutions to system errors or the implementation of system enhancements;
- Make recommendations for enhancements to existing procedures, techniques, or processes;
- Read and interpret complex and technical reports, manuals and related materials;

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Design and write technical system documentation;
Design test data and analyze actual results against expected results;
Learn, understand, explain, and answer questions regarding systems and features;
Communicate with, and provide training and/or presentations to individual users and to groups;
Analyze user requests, evaluate systems applications, and communicate with supervisor,
business system vendors and Technology staff as appropriate;
Design and create reports using various business system applications;
Design forms and formats for training and documentation;
Read, interpret and apply technical documentation in conjunction with federal and State laws and procedures;
Provide guidance to others while maintaining excellent customer relations; and
Work independently without immediate supervision.

EDUCATION AND EXPERIENCE:
Any combination equivalent to:  bachelors’ degree in computer information science, business,
accounting or a closely related field and two years of professional experience in a business or computer related position that included participation in the design or implementation of a computerized business system.  In addition, two years of accounting, systems analyst, or the equivalent in an education agency business office is required.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Office environment; subject to driving to various sites to conduct work.

PHYSICAL ABILITIES:
Vision to drive and to observe, review and analyze business systems and work productivity;
Hearing and speaking to effectively communicate and exchange information;
Sitting for extended periods of time;
Some climbing of small ladders;
Bending, kneeling and reaching to retrieve and file records;
Dexterity of hands and fingers to file and operate office technology and equipment; and
Lifting boxes weighing up to 30 pounds.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.