



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Support Services Specialist

Class Code: 1382

Work Days: 225

GENERAL PURPOSE

Perform a variety of complex, analytical, and technical duties to assist local district staff in the implementation and maintenance of applications in one or more of the following functional areas of expertise: Finance, Human Resources, or Payroll and Time and Attendance; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation evaluation of district support goals, strategic plan, objectives, and action plans.
2. Consult with users and local district staff to assess needs and identify strategies for effective implementation, solve application problems, identify potential system enhancements, and determine requirements and tools necessary to complete user application requests.
3. Analyze, evaluate, and apply internal procedures and collective bargaining agreements for school districts into supported applications.
4. Provide front-line support to internal and external application users in resolving "help desk" calls. Log and analyze "help desk" calls to determine potential programming and training needs.
5. Develop, maintain, and present overviews of supported applications for prospective clients.
6. Assist in the planning and implementation of supported applications for new clients; including training new clients and facilitating user group meetings.
7. Assist in the evaluation and testing of new or enhancements to existing software applications related to and in support of the function and goals of the Support Services Unit.
8. Assist in developing trainings and workshops, including event coordination, set-up, and workshop facilitation.
9. May manage user security access and create ad-hoc reports.
10. Conduct user training education and discussion sessions.

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11. Translate business and/or technical specifications into user procedural documentation and training materials as necessary.
 12. Collaborate with staff from various functional areas (including finance, human resources, payroll, information technology, and others) to ensure continuity between integrated systems.
 13. Establish, promote, and maintain liaison with school districts, third-party vendors, related organizations, and various public agencies.
 14. Collect and analyze information used for project evaluation.
 15. Manage all phases of assigned projects; assist other staff with special projects as directed.
 16. Participate in a variety of meetings, training sessions, and seminars as required.
 17. Demonstrate attendance sufficient to complete the duties of the position as required.
 18. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Generally accepted principles, procedures, and practices in one or more of the following areas: Finance, Human Resources, or Payroll and Time and Attendance.
2. Basic principles of training and project management.
3. Procedures and practices, related laws, and statutory reporting relating to functional area of expertise.
4. Operation and application of automated systems relative to business and statistical use.
5. Federal and state laws, codes, and regulations, and OCDE policies and practices pertinent to areas of responsibility.
6. Business letter writing and practices and procedures of technical writing.
7. Procedures, methods, and techniques of project and workflow management and organization.

Ability and Skill to:

1. Understand and apply collective bargaining agreements to software applications in support of school districts.
2. Compile, analyze, interpret, and report research findings.
3. Operate effectively in cross-functional teams in troubleshooting and resolving challenges relating to supported applications.
4. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
5. Establish and maintain effective working relationships with various constituencies.
6. Understand, interpret, and explain laws, codes, contracts, regulations, policies, and procedures.

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7. Develop and present training materials.
 8. Prepare clear and concise correspondence, reports, and other written materials.
 9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
 10. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in accounting, finance, business, public administration, information technology, or a related field and four (4) years of experience in one or more of the following functional areas: Finance, Human Resources, Payroll, and Time and Attendance; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employee typically works in an office environment that is fast-paced with high pressure.