

Alameda County Office of Education

JOB TITLE: Client Support Analyst (Range 20 CSEA)

JOB SUMMARY:

Provides training, client support, and analysis for the implementation and operation of student demographic, financial, human resources, payroll, and other software.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans, implements and supports software used in the finance, payroll, human resources, credentials, retirement processing, and other related systems.

Identifies, evaluates, and resolves client problems and issues related to assigned computer applications.

Advises and trains officials, administrators, and support staff in software application procedures, in groups and individually.

Assists in the planning, development, and maintenance of project documentation, for current and planned projects.

Designs, develops and writes database reports for software applications to meet client needs in finance, payroll, human resources, student demographics, and other applications.

Ensures compliance with accepted industry standards, established ACOE standards, policies, and procedures.

Establishes and maintains collaborative customer service relationships with school district officials, other staff, software providers, and outside agencies.

Performs detailed analysis of existing client procedures and needs assessments.

Develops and prepares application documentation and training materials for new procedures and changes to existing procedures, including flow charts and user guides.

Develops and tests software applications for recommendations to clients.

Markets the utilization of software applications to potential users; develops software demonstrations and documentation for presentations to potential clients.

Monitors client use of systems and identifies needs for additional client training.

Serves as liaison between vendors and clients in software development and enhancement.

Performs related duties as required.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITY TO

Train users in software applications.

Analyze systems; interpret and explain system error reports.

Interpret system functions.

Perform technical writing of manuals and instructions for use of software programs.
Communicate technical information effectively in training.
Present persuasively the values and benefits of utilization of software programs to potential users.
Plan, organize, and administer programs.
Prioritize and schedule work.
Meet schedules and time lines.
Plan, coordinate, and document projects.
Maintain up to date knowledge of regulations.
Prepare and deliver oral presentations.
Establish and maintain effective relationships.
Operate a computer and related software.
Train and provide direction to others.
Interpret and explain policies & procedures.

KNOWLEDGE OF

Educational Code, ADA Revenue Limit, GAAP and other legal requirements.
School accounting procedures
Personnel regulations.
Financial, payroll, human resources, and student demographic software, programs and procedures.
Interpersonal skills.
Oral and written communication.
Correct written and spoken English.
Operation of computers and related software.
Policies and objectives of assigned programs.
Principles of training.

EDUCATION and/or EXPERIENCE

Associate's degree in Business Administration, Information Technology or related field; four years related experience of increasing responsibility and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid California driver's license.

LANGUAGE SKILLS

Ability to read and interpret technical documents and procedure manuals. Ability to write reports, correspondence and procedure manuals. Ability to effectively present information to individuals and to groups and respond to questions.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

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

While performing the duties of this job, the employee frequently works in inside environmental conditions and frequently works with a video display terminal for prolonged periods. The employee may be required to use personal vehicle in the course of employment. May be required to attend evening meetings and travel. The noise level in the work environment is usually quiet.

Approved By Personnel Commission
Approved Date: January 15, 2009