Sutter County Superintendent of Schools

CLASSIFICATION TITLE: *Systems Operations Manager*   *Salary Range: 37*

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:
Documents, maintains, evaluates, supports and provides problem resolution for financial systems applications; performs a variety of technical and analytical services for Business, Finance, Payroll and Personnel departments in districts and county office; analyzes, evaluates and trains users on server.

DIRECTLY RESPONSIBLE TO:
Under the immediate supervision of the Director of Information Technology

SUPERVISION OVER: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Manage and Operate Mini Mainframe Data Processing Equipment:
Maintains, operates and monitors data processing computer and peripherals including printing, folding, scanning and data communication equipment. Researches and determines hardware and software needs for data processing computer system and peripheral equipment. Installs updates to data processing computer operating system and third party vendor software. Monitors computer-processing jobs and makes adjustments to computer system for efficient use of resources. Runs payroll and vendor warrants and related forms/reports as requested. Produces periodic reports, forms and media for payroll and accounts payable (e.g., W-2, 1099, DE-6, STRS) as needed. Maintains and monitors security on data processing computer. Creates, and manages user accounts. Performs scheduled backups of data processing computer and third party software and archives data. Performs minor preventative maintenance on printers, tape drives and other peripherals. Maintains documentation of updates and repairs made to data processing computer and equipment. Serves as contact person with hardware and software companies for maintenance service and problem resolution regarding equipment and software at County office sites and districts. Develops and reviews standards and procedures regarding Business, finance, Payroll and Personnel systems; tests, troubleshoots and resolves issues with finance software functionality. Monitors and orders supplies for Data Processing.

Staff Support and Development:
Serves as main contact for problems and questions on third party financial software. Researches and resolves problems with software and equipment located at County office sites and districts. Prepares and provides training and materials on data processing computer and equipment, third party financial software and computer applications to users. Coordinates training sessions for County office and district staff with outside vendors; conducts in-service training sessions. Analyzes problems outlined by users and makes recommendations on developing, implementing new or modifying new or existing programs to assure optimum means of meeting user needs. Prepares and assists users with transferring data to and from other agencies. Identifies and corrects corrupted data. Assist users with computer applications. Attend staff meetings as data processing resource.

Office Operations/Data Reporting
Attends financial system user group meetings, trainings and conference. Attends other training as needed. Assists Director of Information Technology with other office systems. Supports internal operations, budget management, and project planning; establishes and maintains a variety of file systems; reviews user requests and requirements; assists users to retrieve data from system. Maintains work orders for County system and financial software vendor and reviews on a regular basis. Develops procedures, forms and other organizational tools; plans and prepares correspondence related to position.

MINIMUM QUALIFICATIONS:

Education:
Sufficient formal and/or informal training consistent with the requirements of the position. Three years progressive experience in the field of Management Information Systems with progressive responsible

experience in school district and/or county office Business, Finance, Payroll and Personnel information systems; experience using various operating systems, accounting software. Financial system software, Microsoft SQL and SuSE Linux preferred.

Knowledge of:
Computer operating system command concepts; utilization and purposes of management information systems; basic system analysis; standard software programs for PCs in use in agency; advanced knowledge of School District/County Office of Education school financial and business applications; proper English usage and grammar; basic arithmetic functions; office procedures and practices.

Desirable Qualifications:
Mini-computer operating system command concepts; mini-computer system start-up and shut-down procedures; mini-computer equipment maintenance procedures; mini-computer disc and tape management procedures; mini-computer third and fourth generation computer concepts; principals and practices of data processing procedures, controls and operating techniques; standard software programs for both main frame and PCs in use in agency; California school financial and business systems; proper English usage and grammar; basic arithmetic functions; PC and Macintosh operating systems and software.

Ability to:
Analyze multiple job requirements and equipment capabilities and schedule jobs for optimum efficiency in a multi-programming environment; respond to emergencies caused by hardware malfunctions, software and applications programs, employee absences and other problems; operate all types of computers and associated peripheral devices; plan and direct the work of others; demonstrate initiative and work independently with a minimum supervision; work under time constraints to meet deadlines; set priorities, and make decisions on a variety of complex maters; organize, schedule and coordinate a variety of activities and projects; follow complex written and verbal instructions; communicate effectively, both orally and in writing; explain technical concepts in non-technical terms to individuals and groups; establish and maintain cooperative working relationships with those contacted in the performance of required duties; research and evaluate information systems software applications; learn and adapt to changes in technology; retrieve data to prepare documents and produce a variety of reports from databases.

Physical Requirements:
The usual and customary methods of performing the job functions requires the following physical demands: Occasional lifting up to 25 lbs, carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.

Adopted by County Superintendent: <u>March 19, 2002: Revised: 9/26/12; 7/8/13; 3/15/18, 03/29/18</u>