



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Systems Support Technician (Finance)** FLSA Status: **Non-Exempt**
 Job Family: **Information Technology** Pay Range: **IT45H**
 Prepared/Revised Date: **September 5, 2023** Job Code: **38241**

SUMMARY: Responsible for providing user support for business systems including but not limited to the Enterprise Resource Planning (ERP), applicant/hiring, evaluation, employee records, and timekeeping applications in accordance with District policy and Human Resources and Finance Department administrative guidelines. Completes troubleshooting, analysis, testing, documentation, and issue resolution for all end users through various communication methods including ticketing system, instant message, phone, multiple mailboxes and live in-person support for supported departments and occasionally all PSD staff/former staff in coordination with Business Systems Administrator and other Finance/Human Resources staff and schools/central office departments. Performs a variety of user training, project, and system maintenance tasks that require excellent communication skills. Fast paced position which requires attention to detail on many processes within the District and Finance/Human Resources Departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

Description of Job Tasks (limit of 13 of the most important tasks)	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Provides basic support for business systems in accordance with District, Finance, Human Resources, and IT department policies, administrative guidelines and Service Level Agreements (SLA). Completes troubleshooting, analysis, testing, documentation, and issue resolution for end users through various communication methods including, but not limited to, ticketing system, multiple mailboxes, instant message, phone, and live in-person support for all supported departments, including all PSD staff and former staff.	D	50%
2. Collaborate with Finance, Human Resources, IT staff, and other departments to troubleshoot and resolve business systems problems or issues in relationship to end users. Escalates support tickets through the ticketing system to appropriate staff through defined support model, working closely with other team members (e.g., Business Systems Administrator, Business Systems Analyst, Support Supervisor, etc.)	D	20%
3. Track, maintain, and update business system access requests and user permissions. Audit, review, and assist with creation of new user permission levels with guidance from Business Systems Administrator/Analyst.	D	10%
4. Receives guidance, mentoring, and training from, but not limited to, Business Systems Administrator, Business Systems Analyst, Director of Finance, and Finance Manager. Completes training, research, and other professional development opportunities to expand technical knowledge.	D	5%
5. Lead, manage, and coordinate assigned projects with supervisor and Business Systems Administrator/Analyst guidance. Assist with business process change management as determined by District and department requests.	D	4%
6. Provide basic system configuration tasks and occasional data entry using established procedures, consulting Business Systems Administrator/Analyst staff in cases when complexity exceeds procedures.	D	4%



7. Attend work and arrive in a timely manner according to established schedules. Flexibility is key as schedules will need to change based on team's circumstances.	D	1%
8. Attend weekly team/department meetings	W	1%
9. Prepare and maintain technical documentation in support of department standards, policies, processes, and procedures. Communicate routinely to end-users and include within online document repository.	M	1%
10. Coordinate and perform end user training for business systems and peripheral technologies to Finance and Human Resources department staff.	Q	1%
11. Perform other duties as assigned.	Ongoing	3%
	TOTAL=	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Minimum 1-year technical training in computer science, computer information systems, or related field
- Two years of progressive work experience in a computer-related field
- Equivalent combination of education and experience acceptable
- Demonstrated Enterprise Resource Planning (ERP) support experience preferred; BusinessPLUS experience strongly preferred
- Ongoing professional development in current technology tools used by organization

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Customer service skills
- Analytical, mathematical, and statistical skills
- Advanced organizational, time management, and attention to detail skills
- Report writing and technical documentation skills
- Knowledge of Microsoft Office 365 Suite, especially Excel
- Knowledge of BusinessPLUS preferred
- Understanding of relational databases and server infrastructure
- Knowledge of Windows 10 & 11, Windows Server 2016 & 2019
- Knowledge of systems analysis processes and procedures
- General project management skills
- Strong ability to determine priorities, multi-task, and meet deadlines
- Ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to follow written documentation
- Ability to interact professionally with managers, developers, and subject matter experts
- Ability to work independently with minimum supervision as well as work and be a part of a team
- Ability to maintain confidentiality in all aspects of the job
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator



MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Word, Excel, PowerPoint, Outlook, and/or other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities.	

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute				X
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile				X
Negotiate		X		



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	