VICTOR VALLEY COLLEGE DISTRICT

CLASS TITLE: SENIOR USER LIAISON

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, serves as a liaison between non-technical users of the District's administrative applications and technical staff to maximize utilization of the administrative systems and maintain user satisfaction; works with users to assess, train, and assist with the implementation, conversion, and customization of administrative software solutions; interfaces with administrators and the user community.

REPRESENTATIVE DUTIES:

Develops and maintains relations and communication between users of the Administrative Systems and District Enterprise Applications Services team. *E*

Facilitates business process review and application prototyping sessions as well as providing business process analysis and insight into best practice methodologies. *E*

Evaluates, and adjusts where appropriate, District's Enterprise Resource Planning tables setup relative to the client business practices. *E*

Serves as cross-module integration coordinator to assist in resolution of cross-module issues. *E*

Consults with supervisor, systems analysts, programmers, and end users to develop functional design specifications and gathers information about: programs intent, functions, features, data requirements, input requirements, and output requirements, internal and external checks and controls, hardware and operating system environment, and interfaces with other systems. *E*

Provides guidance in the formulation and coordination of an end-user training strategy, and when appropriate, deliver such training. *E*

Provides direction in developing testing methodology and test scripts for utilization during upgrades, and software updates, and to confirm programs meets specifications. *E*

Works with end users to understand business processes and then works to help end users become more efficient and effective utilizing the ERP system. *E*

Assists users and technical staff in diagnosing and resolving problems; assists users and technical staff with ad-hoc reporting. *E*

Reports status on in-process work and/or projects. Attends meetings as appropriate to keep informed of issues and decisions being made in assigned areas. *E*

Evaluates, tests, and documents new or modified functionality of the Administrative Systems when patches or upgrades are being applied to the software; maintains operations and user documentation as system modifications are implemented. *E*

Assists users in the decision making process regarding codes, parameters, data conversion specifications, standards and regular reporting needs; makes recommendations for new reports,

screen designs, implementation strategies, and priorities. *E*

Investigates and resolves problems and errors related to Administrative Systems process and data collection. Maintains and documents help desk tickets related to those issues handled. *E*

Attends professional group meetings and workshops; stays abreast of new trends and maintains a working knowledge of information related to area of assignment. *E*

Reviews user and technical documentation written by others to confirm consistency with program operations.

Provides technical assistance by responding to inquiries regarding errors, problems or questions with programs.

Coordinates with programmers about program revisions.

May require working evenings and weekends with little advance notice.

Handles other related duties as needed.

KNOWLEDGE OF:

Computer systems common in higher education administration.
Current office computer technology, procedures and practices.
All aspects of computer operations with a special emphasis on general business applications.
Program testing and implementation practices and procedures.
Principles of training/supporting technology users.
One or more of specific ERP systems in functional areas (i.e. Admissions, Registration, Academic Records, Financial Aid, Account Receivable and Cash Receipts).

ABILITY TO:

Conduct business process analysis.
Analyze information, solve complex problems, and develop and implement solutions.
Understand federal and state laws, regulations, and guidelines.
Leads and/or facilitates testing efforts.
Provide training and support to technology users on new and existing systems and software.
Communicate clearly and concisely, both orally and in writing with technical and non-technical employees.
Understand database and application development and project management methodologies.
Manage client expectations effectively.
Write SQL queries.
Plan and organize work.
Work independently with little direction.
Exhibits confidence and knowledge of emerging industry practices when solving business problems.
Maintain confidentiality of sensitive user information.
Establish and maintain effective working relationships with others.

Exercise sound judgement in complex situations.
Maintain high customer satisfaction through the delivery of high quality, timely and thorough solutions to customer problems.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree from an accredited college or university with major course work in Management Information Systems, Computer Science, or a related field and four years of experience in educational administrative student systems.

WORKING ENVIORNMENT AND PHYSICAL DEMANDS:

Disclosure:

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.   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.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to walk, stand, and sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift 25 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.