



VACANCY ANNOUNCEMENT
Open to all qualified current staff and external applicants

SYSTEMS SUPPORT SPECIALIST
FINANCE OFFICE
LIBRARY 21c
(40 hours per week, exempt)
Position # 210853001

DATE POSTED: October 15, 2019

LOCATION: 1175 Chapel Hills Drive, Colorado Springs, CO 80920

STARTING WAGE: \$22.83 - \$25.67 per hour *doe + full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

POSITION HOURS: 40 hours per week per the following current work schedule:

Schedule: Monday – Friday 8:00 a.m. – 5:00 p.m.

NOTE: The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

PROCEDURE FOR APPLICATION:

1. Complete a PPLD online application located at ppld.org/Jobs on the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Cover letter and resume required. Applications without these items will not be considered.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333 ext 6086.

CLOSING DATE: Online application materials must be received by **November 11, 2019 at 9:59 p.m. MST**

CONDITIONS OF EMPLOYMENT:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.

EOE

As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

SYSTEMS SUPPORT SPECIALIST (cont.)

POSITION SUMMARY

Critical position within the Finance Department responsible for operating and maintaining (O&M) the District's enterprise resource planning (ERP) business management software application supporting the Finance and Human Resources (HR) Departments. This integrated ERP system manages all core functions, including financials, cash receipts, cash disbursements, procurement, fixed assets, budgeting, HR, payroll, and revenues. Operates in a diverse environment to fulfilling the Library's mission through support of the Finance and HR Department. Reports directly to the Chief Financial Officer (CFO).

ESSENTIAL FUNCTIONS

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Subject matter expert (SME) for the District's ERP software; responsible for understanding the software applications and staff requirements to use the ERP software to the maximum extent possible to meet staff requirements.
- Serves as organizational liaison with the ERP vendor.
- Oversees the Service Level Agreement (SLA) between the ERP vendor and PPLD.
- Responsible for staff ERP lifecycle (i.e., account set-up, account maintenance including password reset, account deactivation).
- Creates, modifies or deletes workflow rules and permissions supporting Finance and HR key processes.
- Plans and executes software application and/or system upgrades working with ERP vendor and staff.
- Maintains ERP configuration management in accordance with applicable IT Department policies and procedures.
- Performs maintenance activities to identify, isolate and repair any ERP system or software malfunctions.
- Integrates with the Information Technology (IT) department help desk ticketing system for incident reporting, tracking, resolution and single centralized system for documenting all issues and fixes.
- Establishes policies and procedures in conjunction with Finance and HR staff to ensure ERP database information is current.
- Develops policies and procedures to identify managers' reporting requirements and use ERP to satisfy requirements.
- Develops, implements and maintains the policies supporting ERP operational and maintenance activities (includes permissions, access control lists, etc.)
- Works with Finance Office and Human Resources Office staff as necessary to help implement program modules.
- Serves as a technical resource for all ERP modules and applications.
- Works with Finance Office and Human Resources Office staff to assist in the training of PPLD staff (470+ ERP end users) in all facets of MUNIS program applications, as needed.
- Manages the budget associated with ERP software application.
- Maintains confidentiality regarding customer/staff interactions, network configurations, personnel data, passwords, or other security or proprietary PPLD information.

SYSTEMS SUPPORT SPECIALIST (cont.)

- Works with the IT department cybersecurity staff to identify vendor security requirements while also complying with District's IT software security application requirements.
- Conducts annual review/audit of all business rules and permissions associated with ERP modules and reports results to CFO.
- Responsible for ensuring ERP compliance with Health Information and Portability Accountability Act (HIPAA) and Personal Identifiable Information (PII) security requirements.
- Provides informed and courteous communication with customers and staff in all departments.

ADDITIONAL DUTIES AND RESPONSIBILITIES

Duties are considered non-essential and include the following:

- Participates in cross-training with other Finance Office staff; provides backup support for other Finance Office functions as needed.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to understand and follow PPLD's policies and procedures.
- Ability to act as an ambassador of PPLD by promoting its mission and vision.
- Ability to analyze and resolve technical problems.
- Demonstrates ability to respond with patience and professionalism to requests for assistance from computer users of varying knowledge levels.
- Ability to maintain effective relationships with contractors, vendors, customers and staff (horizontal and vertical) at all levels.
- Advanced ability to effectively use Microsoft Office suite (Word, Excel, Access, and Outlook), along with standard office equipment (personal computer, fax, etc.).
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Ability to understand budgeting processes and procedures.
- Knowledge of ERP software application; Tyler Technologies MUNIS software preferred.
- Knowledge of software as a service, cloud service and database services (includes understanding of the associated hardware, software and peripherals providing services).
- Knowledge of IT operational processes and IT service management.
- Excellent verbal and written communication skills.

MINIMUM QUALIFICATIONS

1. Minimum 2 years' experience with ERP software application in a government or educational setting with Tyler Technologies MUNIS experience preferred.
2. Requires an Associate's degree preferably in computer science, information systems or related field.
3. Prefer 2 years' experience with Finance and HR processes, as well as database experience.

SYSTEMS SUPPORT SPECIALIST (cont.)

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.