

### Class Concept

Positions in this class will provide basic to intermediate support to users of the State's finance applications as well as identifying support trends, and analyzing and recommending new processes. These positions will provide assistance in matters of basic financial activities and other related duties with a limited functional or organizational scope. Employees will be responsible for central file maintenance for the supported financial systems.

Some positions in this class may function as lead or subject matter expert (SME) specialists for a team. Those staff will spend the majority of time in the same role as general specialists, but they also coordinate the monitoring and assignment of duties, participate in the selection and training of specialist staff, and serve as liaison to the section manager. The SME role will provide leadership and guidance to other specialists. The lead role can also include establishing goals and objectives, setting priorities, assigning projects, evaluating staff performance, and discussing work problems.

Positions assigned to help desk support roles will provide hotline coverage for phone and e-mail inquiries in order to meet the needs of supported state agencies. Positions will also act as instructors in the formal training of users for the supported applications, to include the creation and maintenance of necessary training materials.

### Recruitment Standard

#### Knowledge, Skills, and Abilities

- Knowledge of financial application software in general use.
- Knowledge of training development methods and ability to use presentation skills and tools in order to train state fiscal personnel in the most effective and efficient manner.
- Knowledge of call tracking and telephony systems may be required for some positions.
- Ability to effectively manage multiple priorities and adapt to change within a fast-paced environment.
- Ability to listen attentively to customer needs and concerns and demonstrate empathy.
- Ability to prepare clean and concise documentation, narratives, and other materials in connection with financial system work.
- Ability to gain the confidence of customers and to work effectively with them and to maintain effective working relationships with managers and staff.
- Possess excellent interpersonal, written, and oral communication skills.

#### Minimum Education & Experience

Bachelor's degree in accounting, business administration, information systems, or other area that would provide a core curriculum in financial management or information technology from an appropriately accredited institution; or

Associate's degree in a finance or information technology field from an appropriately accredited institution and 2 years of experience; or an equivalent combination of education and experience