



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802



218-730-5210



hrinformation
@duluthmn.gov

DATE: August 25, 2021

TO: Civil Service Board

FROM: Matt Silverness
Human Resources Generalist

SUBJECT: Revised Job Classification of Financial Systems Administrator

RECOMMENDATION:

APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF FINANCIAL SYSTEMS ADMINISTRATOR.

Background Information

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

Financial Systems Administrator was last revised in March 2011. Updates were made to this description to include the broad scope of work this individual performs across all financial systems.

The job classification was discussed with the CDSA union, and all are agreeable to the proposed job description.

Outline of Duties

The Financial Systems Administrator automates and makes processes more accountable through system administration, development, and support to the Finance Department and its customers and supervises assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises staff and directs the processing of all Citywide payroll functions. Requires a high level of independence and decision-making in carrying out job responsibilities.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Financial Systems Administrator.

Financial Systems Administrator

SUMMARY/PURPOSE

To automate and make processes more accountable through system administration, development and support to the Finance Department and its customers and supervise assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises staff and directs the processing of all Citywide payroll functions. Requires a high level of independence and decision-making in carrying out job responsibilities.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as key department contact for all financial system issues and questions; troubleshoot and escalate issues as necessary.
2. Research, oversee development, test, implement and maintain all current and new financial systems and determine best practices for system maintenance and usage.
3. Actively represent the City on the City's software vendor's Advisory Board to provide input on current issues and future enhancement needs.
4. Establish security requirements and user profiles for all financial system users within the established security policies and procedures.
5. Administer and configure all financial systems applications while complying with and ensuring all contractual, federal, state, and local legal requirements and accounting and payroll principles are met.
6. Prioritize, coordinate, and organize input, output, filing, storage, and other daily payroll functions to meet deadlines for payroll processing and reporting.
7. Create ad hoc reports and validate new and existing reports to ensure financial accuracy.
8. Develop, implement, and audit process controls.
9. Develop and maintain user procedure documentation manuals and assist in the development of other financial policies and procedures.
10. Maintain employee confidence and protect payroll operations by keeping information confidential.
11. Manage employee performance, and provide training, coaching, and mentoring for employees.
12. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
13. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
14. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
15. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
16. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

17. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
18. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in computer information systems, business/accounting, or equivalent, plus at least three (3) years of full-time related work experience, or an Associate's Degree in a related professional field, and at least five (5) years of full-time related work experience.
 - B. Three (3) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
 - C. Enterprise Resource Planning experience preferred.
 - D. New World Systems experience preferred.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Comprehensive knowledge of applicable computer software systems related to payroll and finance, including but not limited to Accounts Payable, Cash Receipts, Purchasing, Budget, General Ledger, Auditing, and Payroll.
 - B. Thorough knowledge of payroll and accounting principles and practices as they apply in the public sector.
 - C. Knowledge of research and data analysis methods.
 - D. Knowledge of problem solving and conflict resolution techniques.
 - E. Knowledge of applicable safety requirements.
 - F. Knowledge of, or the ability to learn, City policies and procedures.
 - G. Thorough knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - H. Knowledge of effective leadership and personnel practices.
 - I. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - J. Knowledge of budgetary, and management principles, practices, and procedures.
 - K. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Strong computer skills and application of finance specific technology including the use of large enterprise-wide financial management systems, Microsoft Office Suite (with an emphasis on Excel).
 - B. Skill in the use of report writer utility tools such as Crystal and Business Analytics.
 - C. Strong skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving issues and conflicts.
 - D. Skill in preparing accurate and concise written reports.
 - E. Strong mathematical and financial skills related to payroll processing.
 - F. Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise management, and effectively respond to user requests.

- G. Skill in training others in the use of software programs.
 - H. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - I. Skill in managing one's own time and the time of others.
 - J. Skill in prioritizing and completing assignments accurately with attention to detail.
 - K. Skill in mediation and dispute resolution.
 - L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - M. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to quickly learn and incorporate new computer software applications and technologies.
 - B. Ability to learn processes of all divisions in the department to meet their user needs.
 - C. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - D. Ability to communicate and interact effectively with members of the public.
 - E. Ability to communicate effectively both orally and in writing.
 - F. Ability to recognize, analyze, and problem-solve a variety of situations.
 - G. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - H. Ability to handle difficult and stressful situations with professional composure.
 - I. Ability to establish goals and objectives.
 - J. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - K. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - L. Ability to manage a budget and work within the constraints of that budget.
 - M. Ability to enforce safety rules and regulations.
 - N. Ability to maintain confidential information.
 - O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - P. Ability to exercise sound judgment in making critical decisions.
 - Q. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - R. Exhibits leadership qualities of dependability and accountability.
 - S. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: MS	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1341
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:
FLSA Exemption Type: Administrative		<i>Job Title change from Assistant City Auditor (03/14/2011; 11-0119R)</i>		

Financial Systems Administrator

SUMMARY/PURPOSE: ~~Provide~~

To automate and make processes more accountable through system administration, development and support to the Finance Department and its ~~internal~~ customers and supervise assigned functions within the department.

This classification is responsible for operational ownership and assessing the effectiveness of software systems functions, researching and testing new features and functions, and serving as the Finance Department point person for system implementations and upgrades. This classification also supervises assigned staff and directs the processing of all City wide payroll functions ~~such as payroll and accounts payable.~~ Requires a high level of independence and decision-making in carrying out job responsibilities.

FUNCTIONAL AREAS:

~~1. Provide system administration and support.~~

A. SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- *1. ~~Serve as key department contact for all~~ financial system issues and questions; troubleshoot and escalate issues as necessary.
- *2. ~~B.~~ Research, oversee development, test, implement and maintain all current and new system features financial systems and determine best practices for system maintenance and usage.
- *3. ~~C.~~ Actively represent the City on the City's software vendor's Advisory Board to provide input on current issues and future enhancement needs ~~enhancements.~~
- * ~~D. Represent the Finance Department on the MIS "Logistics Team".~~
- * ~~E. Coordinate, test, troubleshoot and implement Finance system upgrades.~~
- *4. ~~F.~~ Establish security requirements and user profiles for all financial system users; within the established security policies and procedures.
- * ~~G. Use system capabilities to determine and implement streamlined processes.~~
- 5. ~~H.~~ Administer and configure all financial systems applications while complying with and ensuring all contractual, federal, state and local legal requirements and accounting and payroll principles are met.
- 6. Prioritize, coordinate and organize input, output, filing, storage and other daily payroll functions to meet deadlines for payroll processing and reporting.
- *7. Create ad hoc reports and validate new and existing reports to ensure financial accuracy.
- ~~1.8.~~ Develop, implement and audit process controls.
- *9. ~~I.~~ Develop and maintain user procedure documentation manuals and assist in the development of other financial policies and procedures.
- * ~~J. Train system users both within and outside the Finance Department.~~

~~2. Supervise assigned staff.~~

- ~~* A. Prioritize, assign and direct work and projects.~~
- ~~* B. Coordinate work schedules and approve or reject leave requests.~~
- ~~10. C. Effectively Maintain employee confidence and protect payroll operations by keeping information confidential.~~
- ~~11. Manage employee performance, and provide training, coaching, and mentoring for employees.~~
- ~~12. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.~~
- ~~13. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.~~
- ~~* 14. Recommend the hire, transfer, assignment, promotion, reward employee grievance resolution, discipline, suspension, or discharge of assigned personnel.~~
- ~~* D. Establish work standards, provide coaching and feedback and conduct employee performance evaluations.~~
- ~~* 15. E. Provide for ongoing training of employees in emerging methods, trends and technologies, and proper and safe work methods and procedures.~~
- ~~* F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.~~
- ~~* G. Effectively recommend adjustments or other actions in employee grievances.~~
- ~~* H. Delegate authority and responsibilities to others as needed.~~
- ~~* I. Disseminate instructions and information to employees through verbal and written communications.~~

~~3. Manage accounts payable and payroll activities.~~

- ~~* A. Supervise input, output, filing and storage of accounts payable.~~
- ~~* B. Supervise daily payroll operations.~~
- ~~* C. Establish and implement best practices for accounts payable and payroll processing.~~
- ~~16. D. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.~~
- ~~17. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.~~
- ~~* Other duties may be Develop, implement and audit process controls.~~
- ~~* E. Review and approve all account reconciliations.~~
- ~~* F. Ensure that all statutory and contractual requirements are met.~~
- ~~* G. Maintain intranet time keeping scheduler and human resources/payroll module.~~

~~4. Perform related duties.~~

- ~~* A. Research and evaluate technology, software products and equipment to ensure departmental needs are met and to improve productivity.~~
- ~~* B. Assist in the development of policies and procedures.~~
- ~~* C. Develop and maintain user defined reports.~~
- ~~* D. Assist in the development of the City's Business Continuity Plan.~~
- ~~* E. Maintain awareness of trends and developments in the field and ensure compliance with laws and regulations.~~
- ~~18. F. Perform other tasks as assigned.~~

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- ❖ A. ~~A. Four-year Bachelor's~~ Degree in computer information systems, business/accounting, or equivalent, plus at least three (3) years of full-time related work experience; or an Associate's Degree in a related professional field, and at least five (5) years of full-time related work experience.
- ❖ B. ~~B. Two-year degree in computer information systems, accounting, or equivalent, plus at least five (5) years of related work experience; must be in a supervisory/lead position of similar complexity and level of responsibility.~~
- ❖ C. ~~C. ERP Enterprise Resource Planning~~ experience preferred.
- D. ~~D. New World Systems~~ experience preferred.

2. License Requirements

- A. ~~No specific licenses required.~~

3. Knowledge Requirements

- ❖ A. ~~A. Comprehensive~~ knowledge of applicable computer software systems related to payroll and finance including but not limited to Accounts Payable, Cash Receipts, Purchasing, Budget, General Ledger, Auditing and Payroll.
- ❖ B. ~~B. Extensive~~ Thorough knowledge of payroll and accounting principles and practices as they apply in the public sector.
- ❖ C. ~~Knowledge of pertinent federal, state and local laws, codes and regulations.~~
- ❖ D. ~~Knowledge of accepted supervisory and personnel management practices and ability to use them effectively.~~
- ❖ C. ~~E.~~ Knowledge of research and data analysis methods.
- D. ~~F.~~ Knowledge of problem solving and conflict resolution techniques.
- E. ~~G.~~ Knowledge of applicable safety requirements.
- F. ~~H.~~ Knowledge of, or the ability to learn, City policies and procedures.
- G. ~~I.~~ Thorough knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- H. ~~J.~~ Knowledge of effective ~~training methods~~ leadership and personnel practices.
- I. ~~K.~~ Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- J. ~~L.~~ Knowledge of budgetary, and management principles, practices, and procedures.
- ❖ K. ~~M.~~ Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- ❖ A. ~~A. Strong computer skills, and application of finance specific technology~~ including the use of large enterprise-wide accounting and financial management systems, Microsoft Office Suite (with an emphasis on Excel) and HRIS.
- ❖ B. ~~B. Skill in the use of report writer utility tools such as Monarch and Crystal~~ and Business Analytics.
- ❖ C. ~~C. Strong skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving issues and conflicts.~~
- ❖ D. ~~D. Skill in preparing accurate and concise written reports.~~
- ❖ E. ~~E. Strong math mathematical and analytical financial~~ skills.

- ❖ ~~E.~~ F. ~~related to payroll processing.~~ Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise management, and effectively respond to user requests.
- ❖ ~~F.~~ G. Skill in training others in the use of software programs.
- G. ~~H.~~ Skill in ~~evaluating and analyzing operations and procedures, the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.~~
- H. Skill in managing ones own time and the time of others.
- ❖ ~~I.~~ Skill in ~~prioritizing, scheduling and coordinating work projects~~ completing assignments accurately with attention to detail.
- J. ~~I.~~ Skill in ~~applying sound business judgment~~ mediation and dispute resolution.
- ❖ ~~K.~~ Skill in ~~decision-making~~ using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- L. Skill in motivating, developing, and leading people.

5. Ability Requirements

- ❖ ~~A.~~ A. Ability to quickly learn and incorporate new computer software applications and technologies.
- ❖ ~~B.~~ B. Ability to learn processes of all divisions in the department to meet their user needs.
- ❖ ~~C.~~ Ability to ~~identify~~ create and ~~solve problems quickly, decisively and independently.~~
- ❖ ~~D.~~ Ability to maintain confidentiality.
- ❖ ~~C.~~ E. ~~Ability to develop and maintain effective~~ a positive working relationships and ~~environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work effectively as a team player~~ practices, and developing trusting work relationships.
- ❖ ~~F.~~ Ability to ~~adapt to changing needs~~ communicate and ~~to handle multiple projects simultaneously.~~
- ❖ ~~D.~~ G. Ability to plan, organize, coordinate, meet deadlines and follow up interact effectively with attention to detail ~~members of the public.~~
- E. H. Ability to communicate effectively both orally and in writing.
- F. Ability to ~~use logic~~ recognize, analyze, and creativity to develop solutions to requests ~~problem-solve a variety of situations.~~
- ❖ ~~G.~~ Ability to consistently and ~~problems, independently~~ prioritize ones own work and the work of others, including scheduling, assigning staff, and securing resources.
- H. I. Ability to handle difficult and stressful situations with professional composure.
- ❖ Ability to ~~stay current on developing technology and its application for Finance users.~~

Physical Requirements

- ❖ ~~A.~~ Ability to sit for extended periods.
- ❖ ~~I.~~ B. Ability to transport oneself to, from and around sites of projects, meetings establish goals and presentations ~~objectives.~~
- ❖ ~~C.~~ Fine dexterity to operate computer, calculator and other office equipment.
- ❖ ~~J.~~ D. Ability to ~~hear~~ set expectations and provide training in safe and ~~speak sufficiently to exchange information in person~~ proper work methods, development, and by telephone ~~coaching for employees.~~
- K. E. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- L. Ability to manage a budget and work within the constraints of that budget.
- ❖ ~~M.~~ Ability to ~~occasionally stoop, bend and reach for supplies, files, etc~~ enforce safety rules and regulations.
- ❖ ~~F.~~ Ability to occasionally transport, usually by lifting and carrying, materials/equipment such as file boxes weighing up to 40 pounds.
- N. G. Ability to maintain confidential information.

- O. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- P. Ability to exercise sound judgment in making critical decisions.
- Q. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- R. Exhibits leadership qualities of dependability and accountability.
- ❖S. Ability to attend work on a regular basis as scheduled and/or required.

*— Essential functions of the position

❖— Job requirements necessary the first day of employment

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: <u>JAMS</u>	Union: Supervisory	EEOC: Professionals	CSB: <u>40304</u> <u>204</u>	Class No: 1341
WC: 8810	Pay: <u>4085</u>	EEOF: Admin/Finance	CC: <u>40314</u> <u>204</u>	Resolution: <u>44-</u> <u>0119R</u>
<u>FLSA Exemption Type: Administrative</u>				

Revised from Assistant City Auditor