



POSITION ANNOUNCEMENT

Financial Services Software Consultant

The Wisconsin Regional Computer Center (WiRCC) is a collaborative effort between CESAs 5, 7, and 10 to provide software support in a cost effective business model for school districts and municipalities. The WiRCC is seeking a full-time Financial Services Software Consultant.

This position is responsible for the installation, training, and ongoing support and consulting services to schools and municipalities using the contracted financial administrative software. This position will maintain regular contact and serve as a liaison between the Wisconsin Regional Computer Center (WiRCC) and end-users through online methods, phone calls and face-to-face visits as needed. The primary financial software application supported includes but are not limited to: Alio® (Weidenhammer).

Education, Training, Experience:

1. Associate's or Bachelor's degree in Accounting or related field
2. Three years of successful work experience in accounting or related field
3. Experience with payroll and financial systems; preferred experience in public financial and payroll accounting software.
4. Experience with database management.
5. Experience in staff development and/or training.

Related Skills:

1. Knowledge of day-to-day school operations and state reporting processes.
2. Strong presentation and interpersonal communication skills.
3. Ability to learn necessary hardware functions and software applications.
4. Familiarity with web, Google Apps Suite and PC based applications.
5. Knowledge of Alio® financial software package a plus.
6. Knowledge of database applications, such as queries, tables, and reports.

Consultant Responsibilities:

1. Act as the main point of contact for customers with questions, requests, or troubleshooting problems relating to the financial services software.
2. Professionally perform software training face-to-face and via the web.
3. Provide Level 1 and 2 technical support via the telephone and electronic communications as defined by the software contract.
4. Work with customers individually to train them on customized products and services.
5. Work with the consultant team to ensure customer requests are handled appropriately and in a timely manner based on established service levels.
6. Assist with the planning and managing the design of training materials and programs.
7. Assist customers in building customized reports.
8. Assist with the organization of user conference and meetings, including presenting.
9. Assist school districts in processing state and federal reports.
10. Prioritize multiple tasks throughout the day as circumstances require, without supervision.
11. Maintain technical product knowledge on existing and new products.
12. Maintain department standards for attendance, coverage (including lunch), and volume and effectiveness of problem resolution.
13. Other duties as assigned.

Performance Expectations:

1. Ability to pursue continuous improvement through a professional development plan.
2. Ability to demonstrate a professional attitude while assimilating to the company's culture and customer service philosophy.
3. Ability to work as part of larger team located around the state.
4. Ability to problem solve while prioritizing effectively and efficiently; determine when to escalate issues with attention to detail.
5. Ability to collaborate with others and work with a variety of personalities while working towards a common goal.

Job Details:

- Home base: CESA 5 (Portage), CESA 7 (Green Bay), or CESA 10 (Chippewa Falls) to be determined based on the location of the applicant.
- Wage/Benefit package: Starting salary of \$55,000 commensurate on skills/background and potential additional position responsibilities.
- Travel: Valid driver's license and access to an insured motor vehicle; use of an agency vehicle is possible.
- Training on product specific modules paid for by employer.

Application Instructions: Interested applicants should send a cover letter and resume to Human Resources, CESA 7, 595 Baeten Road, Green Bay WI 54304 or email jobs@cesa7.org. Applications will be accepted until position is filled. Questions may be directed to Brad Rodgers, 920-617-5648 or brodgers@cesa7.org.

It is the policy of the WiRCC to afford equal opportunity for employment to all individuals regardless of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability (as defined in S.51.01(5)), arrest or conviction received (in keeping with S.111.32), sexual orientation or marital status.

