



POSITION ANNOUNCEMENT

Financial Services Software Consultant

Deadline for Application: September 30, 2022

The Wisconsin Regional Computer Centers (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 Financial Services Software Consultant. This position will be full-time, however will consist of 70-80% Financial Services Software Consultant and 20-30% CESA business and finance support.

This position is responsible for the ongoing support, training, and installation of the contracted financial administrative software used by schools and municipalities. This position will maintain regular contact and serve as a liaison between the Wisconsin Regional Computer Centers (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®.

Education, Training, Experience:

1. Associate's or Bachelor's degree in an Accounting, Payroll, Human Resources, or related field
2. Three years of successful work experience in accounting, payroll, human resources, 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
6. Experience supporting end-users

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 is preferred.
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. With the CESA 10 Project Manager and IT team as needed for program updates, modifications, strategies, etc.
14. Provide payroll services within CESA or for member districts. Prepare, process, and post payroll, file state/federal/WRS reports, process tax and liability payments, and training new staff on how to process payroll.
15. Provide support to the business department as needed.
16. 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:

- This position will be located in either Portage (CESA 5), Green Bay (CESA 7) or Chippewa Falls (CESA 10) based on the ideal candidate's home. Remote options are available for the Financial Services Software Consultant portion of the position.
- Wage/Benefit package: TBD commensurate on skills/background.
- Travel: Valid driver's license and access to an insured motor vehicle; use of a company vehicle is possible.
- Training on product specific modules paid for by employer experience.

Application Instructions:

Interested applicants should send a cover letter and resume to mhaynes@cesa10.k12.wi.us . Hard copies will not be accepted.

It is the policy of CESA 10 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.

