

SOFTWARE & ADMINISTRATIVE SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The Software & Administrative Support Specialist provides training to end-users in the proper use of core systems related to time and attendance, payroll, and financial management. The incumbent will participate in the testing of software systems and the development of training materials. The work involves troubleshooting complex issues, solving problems, and communication with vendors and other city departments to ensure proper functioning of information systems. The incumbent will also provide assistance with the administration of weekly payroll, accounts payable, and purchasing. Duties are performed under the general supervision of the Chief of the Albany Fire Department and the City Payroll Director with some leeway allowed for the use of independent judgment in carrying out the details of the work.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develop training materials and procedures, and train employees, managers, and other end-users in the proper use of time and attendance, payroll, and purchasing software;
- Identifying the educational needs of different user groups, developing formal educational or training programs or classes, and teaching or instructing others;
- Respond to employee and departmental complaints/inquires to resolve issues related to time and attendance software, payroll, and purchasing;
- Confer with staff, users, and management to establish requirements for new systems or modifications;
- Perform day-to-day administrative activities such as maintaining electronic information files and processing paperwork;
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies;
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records;
- Keep track of leave time, such as vacation, personal, and sick leave, for employees;
- Process paperwork for new employees and enter employee information into the payroll system;
- Use computers and software systems to enter data and generate complex reports for management on a routine basis;
- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person;
- Develop constructive and cooperative working relationships with employees, managers and other users, and maintaining them over time;
- Entering, transcribing, recording, storing, or maintaining information in written or electronic form;
- Provide technical support for software maintenance or use;
- Collaborate with others to resolve software issues;

- Regularly test software performance and usage;
- Modify software programs to improve performance;
- Recommend changes to improve computer or information systems;
- Collaborate with others to determine design specifications or details;
- Conduct research to gain information about products or processes;
- Perform related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Ability to navigate software programs with ease, particularly enterprise resource planning software and electronic time & attendance software;
- Understand technical concepts and communicate them clearly;
- Ability to effectively teach others how to use complex software systems;
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times;
- Ability to work with individuals with various skill levels;
- Ability to communicate information and ideas in speaking so others will understand;
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems;
- Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times;
- Ability to identifying complex problems and reviewing related information to develop and evaluate options and implement solutions;
- Ability to establish and maintain positive working relationships;
- Ability to accept criticism and deal calmly and effectively with high stress situations;
- Openness to change (positive or negative) and to considerable variety in the workplace;
- Ability to be sensitive to others' needs and feelings and being understanding and helpful on the job;
- Creativity and alternative thinking to develop new ideas for and answers to work-related problems;
- Ability to work early mornings and weekends when necessary;
- Ability to communicate effectively in routine and stressful situations;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a

- Bachelor's Degree and two (2) yeas of paid full-time administrative, information technology, software training, or payroll processing experience; OR
- B. Graduation from a regionally accredited New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and four (4) years of paid full-time administrative, information technology, software training, or payroll processing experience; OR
 - C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.