Title: Specialist, Controller’s Office/Financials Functional Support

Division: Administration (Controller’s Office)

Reports to: Assistant Controller (Financial Systems)

Supervises: N/A

Grade: 12

Basic Function:
Support the functional operations of the University’s PeopleSoft Financial management system. Responsibilities include, but are not limited to, functional production support, new development, upgrade testing, implementation, and data reconciliation. Work closely with PeopleSoft Financial Team technical and functional resources to maintain and enhance the financial systems, and support the functional users throughout the University. Responsible for monitoring and maintaining computer hardware and software within the Controller’s Department.

Essential Duties and Responsibilities:

Serve as first point of contact for the functional financial users when production issues are encountered. Perform the first level of support by working with the user to clearly define the issue. If unable to resolve the issue directly with the user, present the issue to the PeopleSoft Financials Team.

Collect and/or validate the data fed into the Financials System from subsystem feeds.

Conduct training classes/sessions for new employees in the Controller’s Department or other departmental business offices. Train existing system users on the new functionality being rolled out in the system. Assist the Associate and/or Assistant Controllers in developing and instructing training classes for functional users and Controller’s staff.

Responsible for meeting with functional users on a regular basis to understand and assist with any business or system issues within their module. Help with business process flow enhancements. Assist in the creation of data conversion for new interfaces.

Perform or assist “power users” on functional testing for production issues, application fixes, functionality enhancements, upgrades and new implementation.

Assist with developing, updating, and maintaining system documentation and training material for functional users.
Complete or assist in the development of routine or special financial reports or queries.

May assume the role of the functional “Power User” for a specific module, with responsibility for creating and running queries, assisting with data reconciliation, and running processes when needed.

Responsible for the administration and maintenance of the PeopleSoft Financial Security for functional users. Support functional network users within the Controller’s staff by serving as liaison with the University’s Network Administrators and the State of Rhode Island ERP systems, etc.

Assist with hardware and software inventory for the Controller’s Department. Review specs and purchase requisitions for the purchase of new computer hardware and software for the Controller’s Department.

OTHER DUTIES AND RESPONSIBILITIES:

Perform additional duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; word processing, database management and spreadsheet software.

ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor’s degree in accounting, business administration, finance, or other business-related field; a minimum of three years of experience working with financial applications/ERP systems; demonstrated strong computer skills, including spreadsheet, database management and word processing; strong interpersonal and written and verbal communication skills; demonstrated ability to prepare and present detailed studies, reports, and to make recommendations based on those studies.

PREFERRED: PeopleSoft experience with production support and ongoing maintenance; demonstrated ability to troubleshoot and resolve issues; experience working with large amounts of data; experience with macros and query.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.