

#### **14. Position Summary**

This position serves as administrative and program support under the direction of the STAR Program Office, Change Management Bureau Director. This position will work in the STAR Program Office Call Center to assist the STAR Support team with ticket creation and status reporting. This position also performs administrative related functions: purchase equipment and office supplies; work with the vendor as needed for repair; complete STAR payment transactions for invoices received; participate in space management activities; update and publish to specific web pages; review, analyze, and process incoming mail and respond as needed; and, support distance meetings using Go-To-Webinar.

The STAR (State Transforming Agency Resources) Project is the State of Wisconsin System's initiative to replace its legacy finance, procurement, human resources/payroll/benefits and budget systems with Oracle's PeopleSoft software.

ERP Implementation Teams are formed around business process areas including Finance, Procurement, Budget and Human Resources Management. Each business team will have a Functional Team Leader. Integration and technology infrastructure teams will also be formed. The individual in this position assists in the administrative support of the STAR Program Office team members.

#### **15. Goals and Worker Activities**

##### **40% A. Support SSO Activities and Projects by performing essential office management tasks**

- A1. Creates documents in Word or uses predefined templates and form letters.
- A2. Creates and maintains files in Excel.
- A3. create PowerPoint presentations and use Access or other databases (as needed)
- A4. Operates office equipment such as printers, copy machines, fax machines.
- A5. Serves as liaison with service and vendor personnel.
- A6. Provides direct or indirect assistance to STAR Program Office functions and services such as room or class scheduling, administration of student records, update Web content and general support to programs in all areas of STAR.
- A7. Coordinates, organizes, and takes minutes at meetings, and supports other department activities and functions. Schedules or obtains use of rooms and sets up rooms and equipment for use.

##### **30% B. Support STAR Program Office financial activities, updating Purchase Orders and Invoice payments**

- B1. Processes forms or applications to ensure accuracy and completeness; computes or verifies data, fees or payments, enters data and forwards or files paperwork.
- B2. Enters information into STAR ensures the accuracy and completeness of the data, and generates reports or outputs as needed.
- B3. Receives mail or correspondence for the work unit or area. Opens or reviews correspondence and determines proper disposition.
- B4. Maintains department supplies and inventories. Tracks status, orders, purchases, and maintains or distributes supplies as needed.
- B5. Files documents and develops or modifies filing practices, including use of electronic rather than paper records.

##### **25 % C. Assist in customer outreach efforts as it relates to SSO ticket status and resolution**

- C1. This position will assist the STAR project Tier 1 support staff, including the day to day processes related to entering Incident Management tickets, and assisting with the overall resolution and customer service process.
- C2. Collaborate with the team to facilitate the implementation of support procedures.
- C3. Receive, review and assign SSO issues as they are submitted to the SSO
- C4. Assist in the preparation of Star ticket status reports to be delivered to State agencies.
- C5. Work as a liaison to the agencies on issues related to SSO ticket status and resolution; through written communication.

**5 % D Performs other related duties as assigned.**

**Knowledge and Skills:**

1. Skill with word processing software such as Microsoft Word.
2. Skill with spreadsheet processing software such as Microsoft Excel.
3. Skill with customer service.
4. Knowledge of principles and processes for providing quality customer service.
5. Analytical skills. Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
6. Problem-solving skills. Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
7. Planning and organization/Project Management Skills. Able to coordinate many different project tasks (determines relative importance of each; prioritizes and plans work activities; sets appropriate deadlines to complete activities accordingly); effectively manages time and resources; sets goals and objectives.
8. Teamwork and Issue resolution skills. Balances team and individual responsibilities; exhibits objectivity and openness to others' view; gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives; supports every team member's effort to success; ability to obtain resolution by team consensus when differences in business processes are discussed.
9. Excellent oral and written communication skills. Speaks clearly and persuasively in positive or negative situations; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; varies writing styles to meet needs; presents numerical data effectively.
10. Process analysis and design techniques, business and transaction processing skills.
11. Solid understanding of information technology.
12. Ability to work effectively and efficiently in a fast-paced work environment.