

Business Services Help Desk Specialist

1 – Permanent Position

1 – Project Position

Business Services

CUPE Local 4400 Unit C – Grade L (12 Month)

\$36.63 – \$43.01 per hour

(The Project position is a 1 Year Term assignment)

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the Finance Support Manager, the Business Services Help Desk Specialist will:

- *Provide first level helpdesk support to schools and central department staff regarding inquiries related to vendor payments, trust, donations, scholarships, purchasing, school generated funds, petty cash, p-cards, fundraising, budget transfers, journal entries, excursions or school activities directory, expense submission, accounting and other related transactions;*
- *Provide advice and guidance regarding Business Services policies and procedures;*
- *Provide information and assist in identifying, recommending and communicating training information for Business Services functions;*
- *Track and monitor issues through the Help Desk and ensure the issues are communicated or escalated to the appropriate staff or departments, and that they are addressed in a timely and effective manner;*
- *Assist with updates and maintenance to Help Desk documentation, manuals, and training materials; and*
- *Assist with account set up and user account maintenance for the School Cash Online system and school generated funds banking.*

Summary of Duties:

- Provide first level Help Desk support to school and central department staff by acknowledging and responding to questions and queries related to related to vendor payments, trusts, donations, scholarships, purchasing, school generated funds, petty cash, p-cards, fundraising, budget transfers, posting of journal entries, excursions or school activities directory, expense submissions, accounting and related transactions;
- Log and prioritize all incoming telephone calls and inquiries through Remedy, by entering user requests for assistance; track and monitor all inquiries to ensure that timely assistance and status updates are provided
- Determine the most effective manner to resolve inquires including escalation to appropriate staff for resolution;
- Identify and escalate complex issues to the Finance Support Officers / Finance Support Manager;
- Provide online screen help and documentation materials to support both school and central department staff;
- Assist with the maintenance and update to online training materials and user documentation;

- Provide School Cash Online system technical support, including account set up and ongoing user access maintenance;
- Provide step-by-step guidance to school and central department staff on business processes;
- Assist with technical support to Business Services related applications (e.g. Accounts Payable, Concur, SAP);
- Identify and recommend training to staff and assist Finance Support Officers with training preparations and scheduling;
- Maintain and provide a tracking of frequently asked questions or common issues identified for management review and process improvement purposes;
- Review support logs to identify trends and system issues that may result in changes to business processes and focus of training;
- Liaise with appropriate personnel, departments and user groups to ensure effective and efficient implementation of help desk support initiatives;
- Ensure service excellence is incorporated within the help desk function to respond to the needs of all TDSB stakeholders;
- Assist with updates to the Business Services intranet website;
- Keep up-to-date on new/changes to systems, policies and procedures through regular communication to Business Services department leads;
- Provide support to peak periods as required; and
- Other duties as assigned.

Qualifications:

- Two-year community college diploma in a related field (e.g., Business, Accounting or Finance) with two years related experience in accounting/finance for a large, public sector employer or an equivalent combination education and experience;
- Proficiency in accounting/finance and related applications (e.g. SAP, School Cash Online and Concur);
- Understanding of accounting principles, reconciliations, budgeting and cash management;
- Experience providing customer support and training;
- Strong communication skills (both oral and written) with proven ability to communicate effectively in a sensitive, courteous and tactful manner;
- Proven experience in compiling training material or manuals;
- Ability to effectively gather and organize information;
- Strong commitment to customer service; excellent problem-solving abilities with successful experience in providing assistance to clients in a courteous and timely manner;
- Ability to exercise judgement in determining when, how and to whom complex issues are escalated;
- Strong analytical, troubleshooting and problem solving skills;
- Demonstrated ability to maintain a co-operative working relationship with staff at all levels of the organization and others outside of the Board;
- Knowledge of budget, accounting and finance related policies, procedures and practices;
- Demonstrated willingness to learn new applications and software upgrades to keep up with changing business and technological requirements; and
- Computer proficiency including Microsoft suite of programs (e.g., Word, Excel, PowerPoint, electronic mail, and Internet etc.).

Special Requirements:

- Occasional travel required.

Asset:

- Help Desk experience including the use of Help Desk software.

Location: 5050 Yonge Street (Wheelchair Accessible) (Hybrid Work Eligible)

Hours: 35 Hours per week

Work Year: 12 Months

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter to: Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0151UTE** in the subject line
3. Apply no later than 4:30 pm on **September 25, 2024**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103](#), Flexible Working Arrangements for more information.