



W S I P C

*Inspired by education.
Empowered by technology.™*

**WSIPC
Everett, Washington**

Invites applications for the position of
K-12 Finance Software Business Analyst

January 5, 2017 – Open Until Filled

ABOUT THE POSITION

WSIPC is seeking a customer support and training development specialist who is passionate about serving others. The successful candidate is team-oriented and self-driven with excellent communication, technical, training, problem solving and analysis skills.

ABOUT WSIPC

WSIPC is a non-profit cooperative that empowers K-12 schools with a powerful lineup of technology solutions, services, and support. Membership includes 9 Educational Service Districts and more than 280 school districts, who represent nearly 730,000 students in over 1,500 schools. Our product suites for K-12 education include Financial Management, Human Resources and Student information systems delivered from a combined database for each district.

ABOUT THE COMMUNITY

The City of Everett, is the county seat of Snohomish County, Washington. Located about 25 miles north of Seattle, Everett is a Pacific-Rim city situated on Port Gardner Bay. Once a mill town built on wood-based industries, today's labor force of more than 80,000 is predominately employed in technology, aerospace and service-based industries.

Residents and visitors enjoy more than 40 parks, trails, golf courses and open spaces. Summer and winter sports opportunities abound at nearby lakes, rivers and campgrounds, the Cascade and Olympic Mountains, Whidbey and San Juan Islands. Everett is home to the AquaSox baseball team, a Class A minor league team associated with the Seattle Mariners. The Everett Events Center, which seats 8,000, opened September 2003 and is home to the Everett Silvertips who are part of the Western Hockey League.

INDIVIDUAL CHARACTERISTICS

- Personal and organizational integrity and honesty
- Inspires trust and confidence
- Creates a culture that fosters high standards of ethics
- Strong analytic focus
- Communication and team-building skills
- Strong customer orientation
- Appreciation for change management
- Strong task management and project accountability

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Research, review and analyze the effectiveness and efficiency of existing business processes and develop strategies for enhancing or providing further leveraging of these processes
- Develop and deliver courses (in a variety of delivery methods) for new and existing software applications, including course materials and exercises; coordinate an overall training curriculum
- Coordinate and resolve user and support issues
- Guide customer behaviors through the building of relationships while providing solutions that maximize the benefits for both the customer and WSIPC
- Review training materials and documentation to keep them current
- Assist in defining, testing, analyzing, and maintaining WSIPC's software applications
- Assist in the research, design, documentation, and modification of software specifications
- Provide implementation planning, training, and consulting services to customers on WSIPC's software products
- Provide suggestions for continual organizational improvement

MINIMUM QUALIFICATIONS

- College diploma or university degree in an appropriate discipline and/or equivalent work experience
- Broad experience in the support of specialized school district financial software suites or other ERP products (knowledge of the Skyward Business Management Suite preferred)
- Superb ability to research, investigate, analyze, reconcile and evaluate data
- Superb interpersonal skills; persuasive, encouraging, and diplomatic with conflict resolution skills
- Must be able to develop and deliver quality, professional training courses to a variety of audiences
- Experience in data conversion, user migration and implementation of new software systems
- Exceptional listening, interpersonal, verbal and written communication skills
- Ability to effectively prioritize and execute tasks in a high pressure, deadline driven environment
- Superior customer service orientation
- Effectively work in a team-oriented, collaborative environment
- Ability to travel in or out-of-state, some overnight travel required
- Ability to work additional hours to meet deadlines
- Ability to clearly articulate ideas to both technical and non-technical audiences
- Familiarity with performance under service level agreements, and expectations surrounding mission critical problem resolution

TERMS OF EMPLOYMENT

- This is an overtime exempt position. Annualized salary based on qualifications and experience.
- WSIPC provides a comprehensive benefit package, for details visit: <http://www.wsipc.org/about-us/careers/>

APPLICATION INSTRUCTIONS

Application materials must include the following in order to be considered for the applicant pool:

1. Cover letter which addresses the qualifications listed above
2. Resume listing previous employers, employment dates and responsibilities applicable to the position
3. **E-mail application materials to employment@wsipc.org**

EOE

Reference 170102