



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**

**August 11, 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. WSIPC offers flexible scheduling, team environment, and a small company feel with great benefits! Still need to know more about what we do? If so, visit our website [www.wsipc.org](http://www.wsipc.org)

**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](mailto:employment@wsipc.org)**

EOE

Reference 170801