SOFTWARE SUPPORT ANALYST II
Job Description

Job Title:	Software Support Analyst II
Division:	Finance & Operations
Department:	Data & Technology Services
Salary Placement:	Classified ($29.45 – $35.29/hr)
Months/Year	260 / 8 hour days
Location:	Bremerton
Supervisor:	Data & Technology Services Director
Creation/Revision Date:	12/2019

JOB PURPOSE: Coordinate fiscal, payroll, personnel, and other data processing services to school districts in the Western Regional Information Services Center (WRISC).

Job Description

RESPONSIBILITIES

1. Train school district financial and human resources personnel in the use of the fiscal system programs utilizing individual, small group and workshop training formats.
2. Provide technical assistance to school district personnel regarding implementation of software, processes and procedures for handling financial data related to the financial and human resources systems applications.
3. Advise and assist district staff in data analysis and problem resolution of financial and human resources data.
4. Advise and assist in data administration, data collection, data field selection, and use of programs to meet school and district needs.
5. Advise and assist with establishing timelines and scheduling data entry according to each district's reporting preference.
6. Enter customer support requests into and log issue updates and resolutions to support requests in the tracking system.
7. Provide mentoring and guidance to less experienced personnel to increase their technical knowledge and customer service skills.
8. Acquire knowledge of best practice and current initiatives in the field by reading publications, periodicals, and books relevant to field, attending conferences and workshops. Inform and disseminate knowledge of best practice and current initiatives in the field to local school districts/schools and community partners.
9. Represent OESD professionally for advocacy, marketing, and promotion. Articulate core/key program components and outcomes to show the benefits of program services. Prepare materials and disseminate information to stakeholders.
10. Perform other duties as assigned.

QUALIFICATIONS AND EDUCATION

1. Bachelor's degree. Appropriate experience may be substituted.
2. Three years' experience using financial and payroll software. School district or ESD setting preferred.
3. Experience using or supporting use of Skyward, WESPaC financial and human resources software preferred.
4. Experience providing technical user training and support preferred.
5. Experience with performing data analysis and developing custom reports.
6. Valid driver's license.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

1. Ability to apply knowledge of school business practices to the training of school district staff on usage and application of fiscal, personnel, and payroll software.
2. Demonstrated problem solving and analytical skills.
3. Must have good human relations and interpersonal skills.
4. Demonstrated excellent verbal and written communication skills.
5. Demonstrated positive public relations skills including public speaking.
6. Ability to travel; reliable transportation.
7. Must have accurate typing and calculator skills.
8. Ability to work flexible days and hours.

PHYSICAL REQUIREMENTS

1. **Significant:** sitting, talking, hearing, vision, handling paperwork, repetitive motion, use of personal computer/phone, looking at computer monitor, ability to adjust focus, moderate noise levels
2. **Frequent:** use of overhead projectors/TVs/videoconference equipment/copy machine/coffee maker, peripheral/depth perception
3. **Occasional:** standing, walking, driving, climbing, reaching above the shoulder, lifting up to 30 pounds, carrying, pushing/pulling, use of fax machine/calculator, color vision, exposure to moving parts/fumes, electrical shock risk, loud noise levels

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Employee Signature   Date