Software Support Analyst – HR-Payroll Team
WSIPC – Reference # 200701

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a team – We care about the growth and development of our people and the Cooperative.

We pursue excellence – We are continuously learning, and striving to improve our skills, services and culture.

We are passionate and creative – We are inspired by our Cooperative members to innovate and develop solutions that best fit their needs.

We are accountable and supportive – We take responsibility for our decisions and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We have serious fun – We take the time to enjoy ourselves, because hard work and innovation are fueled by a good work-life balance and a lot of personality.

We serve our community and we *are* our community – We are part of the community we serve and we are invested in its success.

About the Position

A professional will excel in this role, with a strong sense of customer service, analytical prowess, communication aptitude and understanding of employer state and federal reporting requirements. In this position, an employee will analyze, troubleshoot and resolve software application issues related to school district business, payroll and HR functions.

An analyst will articulate technical aspects of software into non-technical, business level concepts and guidance for our clients, ultimately helping school districts optimize their use of the software in their operations. An analyst provides this education through face-to-face consultations, classroom and online trainings, written communication, and conference presentations.

While familiarization with K-12 business, payroll and HR operations is a benefit, a customer service focused mindset is a paramount trait in caring for our customers and succeeding in this position.

Ideal Candidate Qualifications

- Superb interpersonal skills: persuasive, encouraging, advocate and diplomatic with conflict resolution skills
- Must be able to develop and deliver quality, professional training courses in a variety of formats to a variety of audiences
- Ability to clearly articulate ideas and processes to both technical and non-technical audiences
- Strong analytic aptitude: inquisitive, resourceful, critical thinker, interested in details
- College diploma or university degree in an appropriate discipline and/or equivalent work experience
- Ability to travel in or out-of-state; some overnight travel required

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to twelve holidays, medical, dental, vision, and paid sick leave. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by emailing your resume to employment@wsipc.org
WSIPC is an EOE.

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