

# Job Opening Announcement & Job Description



## BUSINESS SOFTWARE SUPPORT ANALYST BUSINESS SOFTWARE SUPPORT ASSISTANT

**Supervisor:** Program Manager, Information Services Center (ISC)

**Division:** Information Service Center  
**Location/Assignment:** Housed at North Central Educational Service District 171 in Wenatchee, serving 29 school districts in Chelan, Douglas, Grant, and Okanogan Counties.

**Salary Range:**  
\$46,870.00 - \$54,356.00 (Level 1 Assistant)  
\$51,621.00 - \$59,865.00 (Level 2 Assistant)  
\$65,537.00 - \$76,002.00 (Level 1 Analyst)  
\$73,736.00 - \$85,512.00 (Level 2 Analyst)  
*Salary range dependent upon experience, education and expertise.*

**Conditions of work:** 260 days per year, 8 hours/day - Business Software Support Analyst position is **exempt** Business Software Support Assistant position is **non-exempt**

### GENERAL DESCRIPTION:

This position is a rare opportunity to join an exciting team. The regional Educational Service District 171 (ESD 171) is seeking a dynamic team player interested in making an impact in the lives of district staff as the Business Software Support Assistant or Business Software Support Analyst for 29 School Districts within our ESD region. This position is part of a team that provides software application training and support services to school districts in the North Central Information Services Cooperative. The cooperative provides software implementation, training and support for all aspects of Skyward SMS and Qmlativ Financial Management and Human Resources applications. The Analyst acts as a liaison between school districts and other state and federal agencies to meet all reporting requirements as it relates to Skyward data. This position requires travel to school districts and other educational related agencies. This position is based in Wenatchee, Washington. The Business Software Support Analyst position is eligible for remote work flexibility.

### Qualifications

#### Required:

- Recent experience working with financial or human resource relational databases, troubleshooting and custom reporting.
- Extensive PC experience including Microsoft Office Suite products.
- Ability to learn and apply new skills to accommodate changing work environments.
- Proven ability and experience in developing and conducting group presentations to both small and large audiences.
- Proven ability to work successfully and positively with staff and clients.
- Demonstrated success working as part of a professional team.
- Proven ability to work independently and manage multiple assignments.
- Excellent organizational skills and commitment to follow through on tasks and assignments.
- Demonstrated ability to communicate effectively, both oral and written.
- Valid driver's license and willingness to travel (required).

#### Preferred (Business Software Support Analyst):

- Three (3) years of experience in an educational service agency or school district working with financial and or human resources data (preferred Skyward/Qmlativ Software).
- Demonstrated experience in developing procedural documentation.
- BA/BS degree in Business Administration, information systems or related field or applicable certification.

#### Preferred (Business Software Support Assistant):

- Three (3) years of experience working with financial and or human resources relational databases.
- Experience in developing procedural documentation.
- AA/AS degree in a business-related field or applicable certification.

**Skills, Knowledge, and/or Abilities:**

- Ability to work independently under broad organizational guidelines to achieve objectives.
- Ability to set priorities, meet deadlines and schedules, deal with frequent interruptions, and work as part of a team.
- Strong interpersonal skills demonstrated through the ability to build trusting, collaborative relationships.
- Demonstrated excellent verbal and written communication skills.
- Exceptionally high commitment to task accomplishment and flexibility in working hours and days.

**Timeline:**

Position opens: July 14, 2021  
Position open until filled  
Screening & Interviews as soon as possible  
Position begins as soon as possible

**Note:** Employment contingent upon successful clearance of a Washington State Patrol, FBI fingerprint criminal history background check, and Sexual Misconduct background check.

**NCESD is an Equal Opportunity Employer**

**Responsibilities (Business Software Support Analyst):**

- Maintain an in-depth knowledge of the software within the Skyward and Qmlativ suite of Fiscal and Human Resource applications.
- 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 application.
- Troubleshoot application software problems by evaluating the client's description of the problem, asking pertinent questions, duplicating the situation, testing the application, gathering documentation, and acting as a liaison between the client and WSIPC Product Support and Services teams.
- Maintain an in-depth knowledge of all data interfaces between school districts, OSPI and other state and federal agencies to meet requirements.
- Research and implement technological advances for the purpose of streamlining and appropriately transmitting district data to outside agencies; ensuring accuracy of data in regards to adherence to policies, procedures and legal requirements.
- Ability to analyze, test and document new software releases.
- Develop training workshops for school district personnel in the operation of Skyward and Qmlativ Financial Management, HR and Cross Product application software for group and individual training.
- Conduct training sessions for districts pertaining, but not limited to, Fiscal and Human Resources processes and reporting.
- Work in coordination with WSIPC staff in support of all Skyward and Qmlativ software trainings, meetings, conferences and software development.
- Use a positive businesslike approach at all times to communicate effectively with clients, other team members and outside agencies.
- Gather, analyze and present information in a clear and concise manner.
- Assist computer operations staff with client output and delivery needs when necessary.

**Responsibilities (Business Software Support Assistant):**

- Assist Business Software Support Analyst staff in the performance of the responsibilities as outlined above.

**Professional Growth and Responsibilities:**

- Meets or exceeds performance expectations in the following areas:
  - Competence
  - Quality & Quantity of Work
  - Attitude
  - Flexibility, Innovation & Initiative
  - Cooperation with Supervisor/Director & Peers
  - Demonstrates & Supports Agency Values
- Supports and implements ESD policies, regulations, procedures and administrative directives; demonstrates loyalty to the ESD and other administrators.
- Submits records, reports and assignments promptly and efficiently.
- Deals with obstacles and constraints positively.
- Demonstrates ability to adjust to and use new approaches in the performance of his/her duties.
- Seeks and takes advantage of opportunities for professional growth.
- Maintains dress and appearance appropriate to a professional office setting.

- A new employee is subject to a 180-day probationary period and must be evaluated prior to its end. If work is found to be unsatisfactory, the employee is subject to termination.
- Other duties as assigned by the Program Manager ISC, Executive Director of Finance and Superintendent.

**Physical Demands:**

- Frequent travel within the ESD 171 region. Some overnight travel may be required.
- Extended or flexible hours as necessary.
- Sitting for extended periods of time may be required. Lift and carry a maximum of 40 pounds. Adequate manual and finger dexterity, hearing, speech, and vision are necessary to perform the essential functions of this position.

**Application Procedures:**

North Central ESD is accepting applications for this position on-line only. To access our on-line application please click the link below.

**All completed packets must be submitted on-line and include:**

- Updated Resume
- Cover Letter
- Two Professional Letters of Recommendation (less than one year old)
- Sexual Misconduct Form

[Click here to apply](#)