



SOFTWARE SUPPORT ANALYST

Job Description

Job Title:	Software Support Analyst
Division:	Finance & Operations
Department:	Data & Technology Services
Salary Placement:	Classified (\$29.92 – \$35.85/hr)
Months/Year	260 / 8 hour days
Location:	Based in Bremerton. After introductory period, may become a remote position.
Supervisor:	Director of Data & Technology Services
Creation/Revision Date:	6/2021
JOB PURPOSE: Coordinate fiscal, payroll and personnel processes using data system and provide support to school districts as needed.	
Job Description	
<p>RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Process payroll, accounts payable, fiscal reports and personnel reporting for batch services to contracted school districts. 2. Provide assistance to school districts with reporting and meeting state/federal laws as they pertain to payroll, human resources, grant management and fiscal. 3. 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. 4. Advise and assist district staff in data analysis and problem resolution of financial and human resources data. 5. Advise and assist in data administration, data collection, data field selection, and use of programs to meet school and district needs. 6. Advise and assist with establishing timelines and scheduling data entry according to each district's reporting preference. 7. Manage interactions with school district end users by utilizing the request tracking system; log issue updates and resolutions to support requests in the tracking system. 8. Develop, evaluate, revise, and conduct training for school district personnel in the use of the software system programs utilizing individual, small group, open lab, online, and workshop training formats. 9. Perform root cause analysis and develop checklists for typical problems. 10. 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 staff. 11. Gather, analyze and present information in a clear and concise manner. 12. Collaborate with other team members in the use of application software, analysis techniques, training skill development, presentations and team processes. 13. Mentor teammates in use of application software, analysis techniques, trainings, presentations and computer equipment. 14. Perform other duties as assigned. <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Bachelor's degree. Appropriate experience may be substituted. 2. Three years' experience in using financial and payroll software. 3. Experience using or supporting use of Skyward, WESPaC financial and human resources software suite preferred. 	

Software Support Analyst

4. Experience using MS Office Suite products; PowerPoint preferred.
5. Experience using Sharepoint preferred.
6. Experience in developing and conducting group presentations.
7. Experience providing technical user training and support.
8. Experience with performing data analysis and developing custom reports.
9. 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. Must have accurate typing and calculator skills.
7. Skill in applying analytical thinking and techniques.
8. Ability to work independently and manage multiple assignments.
9. Must have excellent organizational skills.
10. Ability to follow through on tasks and assignments.
11. Ability to communicate effectively with others in person, in writing, and over the telephone.
12. Ability to make effective verbal presentations, clearly conveying technical information to non-technical audiences.
13. Ability to travel; reliable transportation, appropriate auto insurance.
14. 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

Employee Signature

Date