

Job Opening Announcement & Job Description



STUDENT SOFTWARE SUPPORT ANALYST STUDENT 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) <i>Salary range is dependent upon experience and expertise.</i>	Conditions of work: 260 days per year, 8-hours/day - Student Software Support Analyst position is <i>exempt</i> Student Software Support Assistant position is <i>non-exempt</i>

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 Student Software Support Assistant or Student Software Support Analyst for 29 School Districts within our ESD region. These positions are 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 applications including student data, scheduling, attendance, grading, reporting, and other areas of school district student information. 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 Student Software Support Analyst position is eligible for remote work flexibility

Qualifications

Required:

- Recent experience working with relational database systems, 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.

Preferred (Student Software Support Analyst):

- Three (3) years of recent experience in an educational service agency or school district working with student records 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 (Student Software Support Assistant):

- Three (3) years of recent experience working with student records data (preferred Skyward/Qmlativ WESPaC Software).
- Recent experience in developing procedural documentation.
- AA/AS degree in a business related field or applicable program 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.

Responsibilities (Student Software Support Analyst):

- Maintains an in-depth knowledge of the software within the Skyward SMS and Qmlativ software suite of Student Management applications.
- Ability to analyze, test and document new software releases.
- Provides technical support to school district personnel regarding implementation of software, processes and procedures for handling data related to the student applications.
- 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 the WSIPC Product Support and Services teams.
- Gathers, analyzes and presents information in a clear and concise manner.
- Maintains in-depth knowledge of all data interfaces between school districts, OSPI and other state and federal agencies to meet state and federal 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.
- Develops training workshops for school district personnel in the operation of Skyward SMS and Qmlativ Student Management application software for group and individual training.
- Conducts training sessions for districts pertaining, but not limited to, attendance, grading, scheduling, and reporting processes.
- Works in coordination with WSIPC staff in support of all Skyward SMS and Qmlativ software trainings, meetings, conferences and software development.
- Uses a positive businesslike approach at all times to communicate effectively with clients, other team members and outside agencies.
- Assists computer operations staff with client output and delivery needs when necessary.

Responsibilities (Student Software Support Assistant):

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

Timeline:

Position opens: March 25, 2022

Position open until filled

First screen after 12 pm on April 8, 2022

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.

Due to Governor Inslee's proclamation 21-14.1, dated August 20, 2021, all NCESD employees are required to provide proof of COVID-19 vaccination or provide supporting documentation for a valid health or religious exemption. New hires will need to provide such documentation on or before their first day of work.

NCESD is an Equal Opportunity Employer

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, Information Service Center, Executive Director of Administrative Services, and Superintendent or designee.

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. Lifts and carries 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 Procedure:

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 a year old)
- Sexual Misconduct Form

[Click here to apply](#)