

# Job Opening Announcement & Job Description



## Student Software Support Analyst

**Supervisor:** Managing Director ISC

**Division:** Greater Columbia River ISC

**Location:** Vancouver

**Assignment:** Serving districts within the Wenatchee, Yakima and Vancouver ESDs' regions.

**Salary Range:** \$72,379.00 to \$86,035.00 (level 1)  
\$81,434.00 to \$96,801.00 (level 2)

*Salary based on 260-day position, Salary range dependent upon experience and expertise.*

**Insurance benefits** - includes medical, dental, vision, life & LTD

[HCA/SEBB](#)

**Retirement** - Through Department of Retirement (DRS) - SERS plan

[Department of Retirement](#)

**Vacation** - front loaded, max 20 days per year prorated based on start date

**Sick leave** - accrued at 8 hours per month

**Personal leave** - 2 days per year

[Additional Benefit Information](#)

**Conditions of work:** 260 days per year, 8-hours/day - *exempt position.*

### GENERAL DESCRIPTION:

The Student Software Support Analyst is responsible for providing software technical support and training to school districts within the Greater Columbia River Information Service Center Cooperative. The Cooperative provides software implementation, training, and support for all aspects of Skyward SMS and Qmlativ Financial Management, Human Resources, and Student applications. This position focuses primarily on Student Software applications but occasionally lends support to Fiscal and Student applications as well. The role requires a blend of technical proficiency, critical thinking skills, and a commitment to delivering excellent customer service. The position requires travel to school districts and other education related agencies and has remote work flexibility. This position is employed by North Central ESD 171 and requires a regional presence in ESD 112 in the Vancouver region.

### Qualifications:

#### Required:

- Three (3) years of recent experience in an educational service agency or school district working with student records data (preferred Skyward Software).
- Demonstrated recent experience in developing procedural documentation.
- Proven recent experience assisting school district personnel in a variety of accounting matters.
- BA/BS degree in Business Administration, Information Systems or related field or applicable certification.

#### Preferred:

- Experience in developing and conducting group presentations to both small and large audiences.
- Recent experience working with relational database systems and troubleshooting custom reporting.
- Extensive PC experience including Microsoft Office Suite Products.
- Ability to learn and apply new skills to accommodate changing work environments.
- Minimum High School Diploma.
- Two years' experience in customer service and building partnerships.

- Ability to work flexible days and additional hours to meet deadlines.
- Valid driver's license and willingness to travel (required).

**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.
- Demonstrated interpersonal skills; persuasive, encouraging, and diplomatic with conflict resolution skills.
- Excellent organizational skills and commitment to follow through on tasks and assignments.

**Timeline:**

Position opens: June 4, 2024  
 Position closes: June 18, 2024  
 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:**

- Maintain an in-depth knowledge of the software within the Skyward and Qmlativ suite of Student Management applications.
- Provide technical support to school district personnel regarding implementation of software, processes and procedures for handling data related to 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 WSIPC Product Support and Services teams.
- Gather, analyze, and present information in a clear and concise manner.
- 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 regarding adherence to policies, procedures, and legal requirements.
- Ability to analyze, test and document new software releases.
- Develop training materials and conduct training workshops regarding the use of Skyward SMS and Qmlativ Student Management application software in individual, small and large group training formats in person and via Zoom.
- Work in coordination with WSIPC staff in support of all Skyward and Qmlativ Software training, meeting, conference, and software development.
- Support and cooperate with other analysts to assure consistency in training member district personnel.
- Assist computer operations staff with client output and delivery needs when necessary.

**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. SEP
- Deals with obstacles and constraints positively. SEP
- Demonstrates ability to adjust to and use new approaches in the performance of his/her duties. SEP

- Seeks and takes advantage of opportunities for professional growth. [SEP]
- Maintains dress and appearance appropriate to a professional office setting. [SEP]
- 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 Managing Director ISC, Assistant Superintendent Finance, 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. 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.
- May require prolonged viewing of a computer monitor.

#### **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](#)