ESD105
EDUCATIONAL SERVICE DISTRICT 105

Employment Opportunity

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Notice Of Vacancy

Position: **Student Software Analyst; Associate or Assistant (placement based on qualifications)**

Status: Full-time (260 days, 8 hours per day)

Salary Range: $86,987 (Student Software Analyst)
$70,860 (Associate Student Software Analyst)
$63,955 (Assistant Student Software Analyst)

Posted Date: October 17, 2022

Starting Date: December 1, 2022 (anticipated)

Location: Educational Service District 105
33 South Second Avenue, Yakima, WA 98902

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Job Description and Qualifications: See below

Application Procedure – **Applicants apply through the ESD 105 Fast Track on-line application system at www.esd105.org under the Human Resources link, and ESD 105 Job Opportunities.**

Deadline to apply: **November 4, 2022**

Immigration Reform and Control Act Requirement: The recommended applicant, if not a current regular employee, will be required to complete an INS 1-9 form and must provide proof of employment eligibility.

Background Check: All new employees who will have unsupervised access to children must complete a satisfactory fingerprint check with the Washington State Patrol and the FBI. All employment is considered temporary until receipt of the satisfactory background check.

Employment: ESD 105 shall provide equal employment opportunity and treatment for all applicants and staff in recruitment, hiring, retention, assignment, transfer, promotion, and training.   Such equal employment opportunity shall be provided without discrimination with respect to race, creed, religion, color, national origin, age, honorably-discharged veteran or military status, sex, sexual orientation including gender expression or identity, marital status, the presence of any sensory, mental or physical disability, or the use of a trained dog guide or service animal by a person with a disability. Domestic partners registered with the state of Washington will be offered the same rights/benefits as spouses to the extent that treatment is not in conflict with state or federal law. Inquiries regarding compliance procedures may be directed to the ESD's Title IX/RCW28A.640 Officer and Section 504/ADA Coordinator, Veronica Naranjo, Human Resources Director, 33 So. Second Ave., Yakima, WA (509) 454-2858

ESD 105 is an Equal Opportunity Employer

POSITION DESCRIPTION

Job Title:	Direct Supervisor:
Student Software Analyst	**Information Service Center Director**

The Student Software Analyst provides customer service, training, technical assistance, and problem resolution to school district personnel in the use of Skyward's SMS 2.0 and Qmlativ student software platforms. The position works as part of a team supporting member districts of the ESD 105 Information Services Cooperative.

Essential Job Functions:

A. Develop and conduct training sessions individually and as part of a team regarding the use of Skyward Student Records software. Trainings to be held for individuals, small groups, and large groups in a variety of venues.

B. Troubleshoot and help resolve software application problems through active listening, inquiry, client shadowing and duplication of client issues.

C. Provide technical assistance to school district personnel relating to the use of the student software systems (e.g. individual student information, grading, scheduling, enrollment, special education, food service, family and student access, state reports, etc.).

D. Assesses the training needs of school districts and use the findings to develop and implement curriculum and materials to meet those needs.

E. Develop documentation and other learning materials (e.g. flyers, user guides, checklists, process lists, tutorials, recordings, etc.) for trainings and as a general resource to support clients.

F. Collaborate with and mentor other team members in the use of application software, analysis techniques, training skill development, presentations and team processes.

G. Participate in various state, regional and local group forums and trainings to stay informed of evolving issues and as a representative of our region.

H. Develop and maintain tools to help districts analyze data and meet complex reporting requirements.

I. 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.

J. Guide districts in timely data entry and assist in creating monthly, annual or other time specific reports.

K. Identify and appropriately communicate with the Director of SCRISC (South Central Region Information Service Center) regarding school district issues (e.g. possible compliance issues, key staff changes, negative trends, etc.) for the purpose of identifying intervention needs with districts.

L. Manage test and training application environments for the purpose of troubleshooting problems, testing software changes and training district clients.

M.   Map data between systems and create import/export files for the purpose of migrating data to/from an external system (e.g. conversion or interface).

N.   Advise district personnel on security setup, policy and standards to ensure account creations, security groups, modifications and deletions occur in a timely and appropriate manner and to facilitate optimal database usability.

O.   Assist other personnel in the completion of their work activities including printing services and other duties as assigned.

P.   Travel to school districts to provide a variety of information services.

Other Job Functions:
A.   Perform other duties as assigned.

Qualifications:
Required Education and Experience:
1.   Strong emphasis in Data Management, Relational Databases, or a combination thereof.
2.   Minimum High School Diploma
3.   Experience working in Skyward's SMS 2.0 and Qmlativ platforms or comparable school student software.

Preferred Education and Experience:
1.   Associate or Bachelor's degree
2.   Experience working with relational data bases and statistical analysis tools.
3.   Job related experience within a specialized field.
4.   Successful training in front of small and large groups of people.
5.   Targeted, job related education with study in job-related area.

Required Skills, Knowledge and or Abilities:
1.   Excellent written and oral communication skills, including public speaking and facilitating meetings.
2.   Proven ability to work independently and manage multiple assignments.
3.   Excellent organizational skills and commitment to follow through on tasks and assignments.
4.   Capable of functioning effectively in a continually changing software environment.
5.   Demonstrated ability to research, investigate, analyze, reconcile and evaluate data
6.   Superb interpersonal skills; persuasive, encouraging, and diplomatic with conflict resolution skills.
7.   Effectively work in a team-oriented, collaborative environment.
8.   Superior customer service orientation.
9.   Ability to work flexible days and additional hours to meet deadlines.
10. Personal transportation and willingness to travel.

Physical Demands
The usual and customary methods of performing the job's functions require the following conditions:
- **Significant:** (i.e. sitting, talking, hearing, walking, vision, color vision, peripheral/depth perception, ability to adjust focus, grasping, handling paperwork, repetitive motion, use of personal computer, looking at a computer monitor, lifting up to 10 pounds)
- **Frequent:** (i.e. standing, bending, carrying; use of phone; use of copy machine)
- **Occasional:** (i.e. driving, lifting over 10 pounds up to 45 pounds, reaching above the shoulder, use of fax machine)

Significant - Occupation requires this activity more than 66% of time (5.5+ hrs/day)
Frequent - Occupation requires this activity from 33% to 66% of time (2.5 to 5.5+ hrs/day)
Occasional - Occupation requires this activity up to 33% of time (0 to 2.5+ hrs/day)

The statements contained in this job description reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skill typically required, the scope of responsibilities, and the physical demands, but should not be considered an all-inclusive listing of the work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Changes to the position description may be made at the discretion of the employer.