**FUNCTIONAL ANALYST (STUDENT FINANCIALS)**

**SEPTEMBER 2022**

**ABOUT SBCTC**

The Washington State Board for Community and Technical Colleges (SBCTC) provides support, coordination and oversight for Washington State’s system of 34 public community and technical colleges through three divisions – Educational Services, Business Operations, Information Technology – and the Executive Director’s Office.

**POSITION OVERVIEW**

The Information Technology Division at SBCTC is seeking a **Student Financials Functional Analyst** to join its fast-paced, customer-focused team. The **Student Finanicals Functional Analyst** should have extensive knowledge of community college Student Customer Accounting systems and have the ability to develop an extensive network of key individuals within the college community that can help answer questions, resolve issues, related to PeopleSoft Student Financials; including but not limited to Cashiering, Refunds, Collections, Third Party Billing, 1098Ts.

The functional analyst will work collaboratively with the Training, Application Services, Testing, Policy and Project teams and will focus on a variety of technical work required for system issue resolutions, such as but not limited to; equation engine development, query development, Comments, Checklists and Communications (3C’s), delivered PeopleSoft reports as they relate to student financial information.

This position requires the ability to understand complex user issues, research for answers, and provide working hands-on knowledge and support to users unfamiliar with the ERP solution as applied to their specific business processes. Position requires strong written, planning, and oral communication skills.

**MISSION AND VISION STATEMENT**

Leading with racial equity, our colleges maximize student potential and transform lives within a culture of belonging that advances racial, social, and economic justice in service to our diverse communities. We support and empower the Washington State Community and Technical Colleges to increase higher education opportunities and student participation through advocacy, resources, information, leadership and accountability. Our values are focused on customer service, integrity, humor/exuberance, expertise, and effective communication.

**SUPERVISION AND REPORTING**

This position has no supervisory responsibilities and reports to the Associate Director of Student Financials.

**PRINCIPLE ACTIVITIES**

* Provide functional application and business expertise to support end users by coaching and mentoring users on best practices and business processes.
* Provide incident and problem resolution to support end users by analyzing and troubleshooting issues, implementing solutions, creating knowledge base articles, and documenting service desk requests.
* Analyze student, state, and federal databases to discover errors.
* Create and maintain application support documentation including functional, technical and business requirements, configuration guides, business process workflows, and training materials.
* Seamlessly utilize multiple software applications, including WebEx, Zoom, ticket system, ERP applications, and Microsoft Office Suite and similar software.
* Assist with evaluating, testing and deploying application releases and patches including updating related documentation and training materials.
* Fulfill end user requests for application related configuration items.
* Work collaboratively with training and ERP support staff to develop communications and training materials to support end user readiness. Deliver classroom and/or virtual instructor-led training to end users.
* Identify opportunities for business process improvement.
* Work collaboratively with ERP support team from all pillars (campus solutions, human capital management and finance) on cross-functional projects.
* Other duties as assigned.

**QUALIFICATIONS**

* Three or more years of relevant technical or business work experience with higher education student management systems and/or customer accounting systems.
* Three or more years minimum experience in PeopleSoft Campus Solutions, Banner or other administrative software applications developed specifically for higher education.
* Work experience with student records or student account receivables.
* Experience interacting with business users on software use, business practices, workflows and business processes.
* Demonstrated experience working with student financials relational database, writing data queries and reports, using tools such as SQL Developer and/or Query Manager.

**COMPENSATION**

Annual Salary: $85,344

Location: Olympia, WA with the possibility of 100% telework eligibility.

**Timeline**

**Open Date:** Tuesday, September 6, 2022

**Close Date:** Tuesday, September 20, 2022 or remain open until we fill the position.

**This is a full-time, exempt position**. The annual compensation for this position is listed above. Washington state has a generous benefit package including health, dental, life insurance, long-term disability, retirement, and two optional deferred compensation programs. For more information, see [Exempt Employee Benefits](https://www.sbctc.edu/about/jobs/exempt-employee-benefits.aspx).

Recruitment and screening of applications will be ongoing until the position is filled. However, to ensure full consideration, return completed materials by 5 p.m. on the closing date. ***Note:*** *Agency hiring authorities reserve the right — and may exercise the option — to make a hiring decision prior to the conclusion of the recruitment process. Please submit materials as soon as possible.*

**APPLICATION PROCESS**

Interested candidates may apply by submitting the following items:

1. Online Application
2. Cover Letter that addresses your interest in the position and ability to perform the responsibilities described in this announcement.
3. Detailed résumé of all educational and professional experience that demonstrates how you meet the qualifications.
4. List of at least three professional references with contact information. References are typically contacted after interviews.

Contact

Tiffany McDuffy

Human Resource Consultant 1

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360-704-4305

Submitted applications are the property of SBCTC and will not be returned.

**Per Governor Inslee’s Proclamation 21-14.2, current state employees were to have been fully vaccinated by October 18, 2021.  All employees must be fully vaccinated prior to their first day of employment; vaccine status will be verified upon hire.  Medical or religious exemptions and accommodations may be available and are handled on an individual basis.**

**Please reach out to the HR Office at**[**pkelly@sbctc.edu**](mailto:PKELLY@SBCTC.EDU)**and/or (360) 704-4301 if you need information on medical or religious accommodation.**

Applicants must be currently authorized to work in the United States for any employer.

**EEO STATEMENT**

The Washington State Board for Community and Technical Colleges (SBCTC) supports Executive Order 13-01 Veterans Transition Support and is an equal opportunity employer. SBCTC complies with the Americans with Disabilities Act.

Applicants who need accommodation in the application process or this announcement in an alternative format, may contact the Human Resources Office at 360-704-4301. A TDD relay service is available by dialing 800-833-6388 or voice 800-833-6384.