



**Closes Friday, August 1, 2008
4:00 p.m.**

Information System Analyst

JOB SUMMARY The focus of the Information System Analyst is the support and maintenance of key information systems. The IS Analyst works collaboratively to carry out complex work managing and supporting WTA information systems, particularly those related to Payroll and Human Resources. Serves as a technical point-of-contact and works with assigned subject matter experts for functional areas in Human Resources, Payroll and Operations to ensure efficient maintenance and operation of their systems, to provide for optimum functionality, to ensure data integrity, to provide useful reports and to analyze data flows for process improvement opportunities. Assists with data base maintenance and management. Organizes and assists with systems upgrades. This is a salaried, non-represented position.

COMPENSATION: \$4,249 to \$5,753 per month, plus excellent benefit package.

ESSENTIAL JOB FUNCTIONS

1. Acts as team leader for the development of new or revised HR/Payroll systems, processes and related procedures. Develops implementation and communication plans. Drafts or revises related policies and procedures. Assigned lead responsibilities on an on-going basis for management and maintenance of the HR/Payroll Information Systems, including annual program planning and budgeting responsibilities.
2. Recommends process and customer service improvements, innovative solutions, policy changes and/or major variations from established policy that must be approved by appropriate leadership prior to implementation. Serves as a key liaison with vendors and other system stakeholders.
3. Maintains job, position, and assignment data within the Payroll and HR Information Systems. Works with Accounting, HR and other WTA Departments to maintain accuracy and currency of authorized positions, assignments, wage placement and wage tables in the system.
4. Provides input in determining System access criteria and security policies and procedures. Contributes to the decision regarding individual access in accordance with those criteria.
5. Develops plans and leads staff on the testing and implementation of system upgrades and modifications. Works with Information Technology staff and system vendors to identify and implement upgrades. Assures modifications and upgrades are successfully tested before implementation to the live environment. Reports systems issues to systems vendors and works with vendors to resolve the issues. Documents processes and results.
6. Utilizes standard reporting tools to write, maintain and support a variety of reports or queries. Assists in development of standard reports for ongoing customer needs. Helps maintain data integrity in systems by running queries and analyzing data. Develops

standard reports for ongoing customer needs and ad hoc queries as needed, working with staff to identify information requirements. Works with Information Technology staff to resolve complex reporting issues.

7. Develops and documents automated work flow processes to create efficiencies. Works with Information Technology staff to implement complex work flow processes.
8. Plans and provides, or arranges for, training classes for staff as needed on the use of assigned information systems. Includes initial training for new users, training on new processes or training to groups on specific functionality. Develops user procedures, guidelines and documentation.
9. Consults with other departments on issues affecting the configuration and operation of information systems, working with staff to find alternatives achievable within the capabilities and constraints of existing systems. Queries information systems data and provides information to support efforts, as assigned.

WORKING CONDITIONS, TOOLS, AND EQUIPMENT

Duties are performed primarily in an office environment, but also require driving or traveling to meetings, seminars, etc., usually within Whatcom County. Office equipment used to accomplish job tasks includes computer, printer, fax machine, multi-line telephone system, photocopier and calculator. Other tools include small hand-held tools such as screw drivers. Typically works scheduled 40-hour week, but may be required to work additional hours or to be on-call from time to time.

QUALIFICATIONS

Knowledge and Skills

- Thorough knowledge of the principles, practices and current trends in Human Resource information systems, with a focus on applying key technologies to product and service development, delivery and support.
- The ability to interpret complex guidelines, codes, labor contracts, regulations, policies and procedures.
- Excellent oral communications skills with groups and individuals.
- The ability to establish and maintain effective working relationships with other WTA staff and vendors.
- Management skills including problem analysis and decision-making, strategic and project planning and organizing, interpersonal sensitivity, flexibility, tolerance for ambiguity, stress tolerance, maintenance of composure, time management and the ability to solve problems with and for individuals and groups.
- Demonstrated skill in using spreadsheets, word processing, and database management software.
- Experience writing reports utilizing reporting tools such as Oracle Discover or Crystal Reports.
- Knowledge and experience with application system projects, system maintenance, and support.
- Excellent writing skills for reports, correspondence, case summaries, policies, findings of fact, class specifications, test construction, and other applications.
- Knowledge of research methods, data collection and sampling techniques, and statistical analysis.
- Ability to collect, compile and analyze complex information and data.

Education and Experience:

- Bachelor's degree in computer science, human resources, public or business administration or related field.
- Three years of experience working as an Information Systems Analyst, preferably with human-resource applications.

Other combinations of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job may be considered.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions:

- Regularly sit, talk and use hands.
- Frequently stand and walk.
- Occasionally reach with hands and arms, stoop, kneel, crouch or crawl and lift or move up to 50 pounds.
- Specific vision abilities include close vision, distance vision, peripheral vision, and ability to adjust focus.

SPECIAL REQUIREMENTS: All offers of employment are contingent upon successful completion of a drug screen. Participation in WTA's Drug Free Workplace program is a condition of continued employment.

SELECTION PROCESS: Application materials will be reviewed, with evaluation based on the applicant's experience and qualifications. Final candidates must participate in a panel interview and further assessment.

TO APPLY: Application materials may be obtained by: contacting the WTA reception desk in-person or calling (360) 676-6843 (TTY 676-6844) between 8:00 a.m. and 5:00 p.m., Monday – Friday; e-mailing (text only) at jobs@ridewta.com; downloading off of the website, www.ridewta.com. Submit completed application and supplemental materials to: Whatcom Transportation Authority, 4111 Bakerview Spur Road, Bellingham, WA 98226 by the closing date. All materials must be returned by 4 p.m. on Friday, August 1, 2008

**Drug-Free Workplace
Equal-Opportunity Employer**