

Business Data Analyst – Information Services

This full-time position reports to the Business Applications Manager and is located at the Electric Center, 1200 Fort Vancouver Way, Vancouver, WA 98663.

WHAT YOU WOULD DO:

The Business Data Analyst serves as the system administrator for the Enterprise Content Management (ECM) system. This role acts as the primary liaison between Information Services, internal business partners, and external vendors. Responsibilities include system configuration, workflow administration, and partnering with end users and IS teams to resolve issues, support enhancements, and enable effective records management and business process automation.

- Administer and support the utility enterprise content management (ECM) system.
- Configure, troubleshoot, and coordinate system updates with vendors and internal stakeholders.
- Develop familiarity with integrations, APIs, and data relationships to support connections with other enterprise systems and reporting needs.
- Act as a technical point of contact for vendors, coordinating issue resolution, upgrades, patches, and enhancement activities.
- Develop subject matter expertise in the enterprise content management system to support business unit staff in resolving issues and optimizing workflows.
- Extract and analyze system data, configuration and workflows to support data-driven decision-making for utility operations.
- Collaborate with stakeholders to understand business requirements and translate them into system configurations or process improvements.
- Monitor document indexing accuracy, workflow performance, and overall ECM system health; work with end users to identify and resolve document management and retrieval issues.
- Develop and deliver system documentation, training materials, and user guidance to support consistent, effective system use.

QUALIFICATIONS:

Bachelor's degree in Information Systems, Computer Science, Information Technology, Data Analytics, Business Administration, or a related field; OR an equivalent combination of education and relevant experience that demonstrates the knowledge, skills, and abilities required for the position. Experience administering or supporting enterprise content management, document management, or records management systems including configuration, user access, workflow design or integration support in an information technology, utility, government or operational environment. Experience working collaboratively with business users, technical teams, and external vendors to support enterprise systems. Hyland OnBase certifications and experience using SQL to support application administration preferred.

BENEFITS:

Employees and dependents are eligible for medical, dental, vision, basic life insurance and disability insurance. Employees are enrolled in Washington State PERS and may enroll in deferred compensation plans. Employees will also receive eight hours of vacation leave and sick leave every month and twelve paid holidays throughout the calendar year.

SALARY:

Employees are compensated within the established salary range. As skills, experience, and sustained performance grow, pay may progress within the range over time, with midpoint serving as a general reference point for employees who are fully proficient in the role.

Business Data Analyst: \$72,277 - \$87,758 - \$103,239

HOW TO APPLY:

Please send your resume with a cover letter via email to jobs@clarkpud.com. Resumes may also be sent to Clark Public Utilities, Human Resources Department, P.O. BOX 8900, Vancouver, WA 98668.

Equal Opportunity Employer

At Clark Public Utilities, we are committed to creating a respectful workplace where people from all backgrounds are valued for their skills and contributions.

We strive to ensure everyone feels welcome, supported, and empowered to do their best work while growing meaningful, lasting careers as part of our team.