**About isolved**

isolved is an employee experience leader, providing intuitive, people-first HCM technology. Our solutions are delivered directly or through our partner network to more than five million employees and 145,000 employers — who use them every day to boost performance, increase productivity, and accelerate results while reducing risk. Our HCM platform, isolved People Cloud, seamlessly connects and manages the employee journey across talent management, HR & payroll, workforce management and engagement management functions. No matter the industry, we help high-growth organizations employ, enable, and empower their workforce by transforming employee experience for a better today and a better tomorrow. For more information, visit [www.isolvedhcm.com](http://www.isolvedhcm.com).

**Integration Analyst**

Location: Any

**Job Summary:**

The Integration Analyst is an integral member of the team that will play a role in leading and partnering with our internal and external customers and vendors. This includes maintaining ongoing integration operations to ensure high levels of performance and customer satisfaction and integrations are working efficiently.

**Core Job Duties:**

* Responsible for daily activities to guarantee that all work is completed timely with attention to detail to meet quality standards and goals
* Assist in creating simple and complex Report Writer reports for our customers.
* Update data dictionary for report writer reports
* Complete required isolved configuration in support of the third-party integration
* Manage the successful go live of the integration
* Communicate with customers and third-party vendors to clarify data format requirements
* Work closely with project teams on customer-specific initiatives that involve data movement, translation, or integration
* Handle customer phone and email support through NetSuite.
* Collaborate with internal teams to help resolve integration customer support cases
* Trouble complex technical data communications and transformation issues
* Process documentation for a wide variety of Integration Support offerings.
* Ability to review and validate integration instructions for newer implementations.
* Ability to multitask and handle shifting priorities
* Consult with team members and identify development needs
* Manage escalated issues and provide resolution
* Build strong vendor relationships
* Function as a consultant and business partner with other groups internally and externally
* Attends and participates in all relevant meetings
* Completes special projects as needed
* Adheres to company and departmental policies.
* Maintain working knowledge of isolved modules and functionality for Integration Support Team deliverables.
* Confidentiality with client information.
* Work toward continuous quality improvement.

**Minimum Qualifications:**

* Must bring can-do attitude and willingness to learn
* Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions.
* Ability to map third party data requests to the isolved data set,
* Ability to multi-task in a fast-paced environment
* Highly self-motivated and team-oriented
* Strong time management and prioritization skills required
* Demonstrated strong technical aptitude and capabilities
* Excellent written and verbal communication skills
* Demonstrated success in a role requiring strong attention to details, teamwork, and initiative
* Demonstrated passion for delivering an outstanding customer experience
* Self-directed and self-motivated individual with an inquisitive and persistent nature
* Ability to achieve high performance and efficiency in a remote work environment

**Education and Experience:**

* A bachelor's degree in a technical discipline or the equivalent work experience
* Experience working in the HR, Payroll or Benefits industry
* Experience with isolved HCM software
* 3 years of experience in in data integration, report writing, payroll industry

*isolved offers competitive total rewards including health & welfare benefits, career development and advancement opportunities, 401k match, annual merit and pay for performance bonus eligibility and a flexible, safe work environment.*

*We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. isolved is a progressive and open-minded meritocracy. If you are smart and good at what you do, come as you are.*