**CLACKAMAS COUNTY**

# HUMAN RESOURCES BUSINESS SYSTEMS ANALYST

## CLASS CHARACTERISTICS

Under direction, to organize and coordinate human resource software system operations and maintenance; to provide business process support to customers and recommend solutions using human resources software; to lead projects related to new or enhanced business systems; to monitor and respond to customer needs related to human resource software; to act as liaison between HR staff and Technology Services in resolving technical issues; to serve as a functional expert on upgrades and re-implementations; and to do other work as required.

## DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides human resources services to all County departments, including employee recruitment and selection, personnel ordinance and policy administration, employee relations, position classification and compensation, organizational development, employee training and development, workforce planning, benefits administration, employee wellness, risk management, workers' compensation, liability and casualty claims management, human resources business systems, labor relations and collective bargaining.

The HR Business Systems Analyst is an expert level, department functional/technical classification requiring a broad based knowledge of human resource principles and practices and integrated computerized human resource system software applications. Incumbents work with internal customers and Technology Services staff to translate business and operational requirements into workable HR system solutions.

The HR Business Systems Analyst differs from the Human Resources Analyst, which performs journey level professional human resources assignments in support of one of the department's functional areas. It also differs from the HR Business Systems Manager, which is responsible for the implementation, maintenance and administration of the County's Human Resource Information Systems and has supervisory and management responsibilities.

## TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides guidance, expertise and technical support to human resource software system customers; acts as liaison for problem management, resolves system issues and addresses customer issues; gathers information from customers and recommends best practice methods to utilize software effectively; runs test scenarios to confirm the system provides the necessary functionality; tracks issues and documents solutions.

2. Acts as project lead in developing new or enhanced business systems and processes that results from collective bargaining or other county or human resources initiatives; manages

project plans and timelines by designing project scope, task list and time estimates; evaluates design and technology alternatives; works collaboratively with customers, Technology Services, and HR staff to resolve development and implementation issues; recommends and implements approved HR system solutions in alignment with HR business and operational requirements; leads and/or participates in the configuration, analysis and redesign of HR business processes to support and improve efficiency and operations of HR divisions.

3.  Develops and conducts on-going needs and skills assessments to improve customer experience and for consideration in software upgrades; develops, coordinates, and provides training to users of all levels in system changes, functionality and query/report tools to enhance skill development and competency for HR system end users; develops, coordinates and conducts presentations to County management, workforce partners and other stakeholders.

4.  Analyzes business rules and process requirements; identifies and analyzes complex, ambiguous or conflicting work processes; partners with Technology Services, HR Managers and staff, and other customers to identify and recommend process solutions or alternate methods capable of addressing and resolving their business needs; recommends work process and/or operating changes to complement technology options.

5.  Utilizes the County's human resource information system and data analytics tools to generate statistical reports, dashboards, or other data visualizations; develops reports for ongoing customer needs; assists HR Business System Manager with special projects and acts on behalf of HR Business System Manager as assigned; monitors and audits flow of human resource-related information including data entry, data retrieval, and standard, custom, and ad hoc report generation; maintains internal system values, structures, and tables; ensures data integrity, manages user access and security levels.

6.  Participates in the specification, review, testing and implementation of HR system upgrades and re-implementations; conducts analysis to determine changes in functionality between product versions and recommends necessary customizations; identifies issues or problems and works with subject matter experts, functional and technical staff to recommend and implement solutions; develops and maintains training and documentation of system for end users; collaborates with unit staff, internal customers, peers and Technology Services staff to provide customer service and responsive problem resolution.

7.  Develops, recommends and assists in implementing comprehensive HR system policies and procedures; ensures provision of services is in compliance with labor agreements and Federal and State statutes, rules and regulations; analyzes legislation and new regulations to determine effect on department programs and services and its use of technology; ensures accurate data and efficient operation of processes in alignment with County policies, collective bargaining agreements and Federal and State statues, rules and regulations; analyzes legislation and new regulations to determine effect on HR programs and services and its use of technology.

8.  May participate in labor contract negotiating sessions; identifies and researches significant or controversial issues; prepares exhibits for fact-finding and interest arbitration hearings; researches and resolves grievances; drafts and recommends contract language; researches, analyzes and reports on costs of contract proposals.

## REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of:  Principles and practices of human resources and personnel administration; principles and methods of systems analysis, including business process analysis tools and methods; principles and practices of project management; principles and practices of data analysis and analytics; principles and practices of public administration; operations, services, and activities of human resource information systems; methods of data generation, data collection, and database management; methods and techniques of statistical research and analysis; applicable Federal, State and local personnel and EEO laws and case law, rules, regulations, codes and ordinances; County government organization and operations; general functions, capabilities, characteristics and limitations of human resource information systems and devices as they apply to performing business and systems analysis.

Skill to:  Analyze and document business operations and reach sound, logical conclusions regarding customer needs, business requirements and system recommendations; collect, compile, and analyze complex information and data; plan and implement installations and maintenance of systems and applications software; identify, diagnose and resolve system software problems; make accurate arithmetic calculations; analyze and resolve problems and prepare recommendations; prepare clear, concise and accurate documentation and project management reports and other written materials; communicate effectively, both orally and in writing; facilitate and lead meetings with business process owners and stakeholders to develop cooperative decisions and negotiate understanding and agreement; incorporate collaborative team participation with customers, Technology Services staff and HR staff; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with County employees, job applicants, union officials, other agencies and the public; interpret and explain personnel and related laws, policies and programs to County employees, elected officials and the public; operate standard PC software packages, computer keyboard and related tools; develop queries, spreadsheets and reports.

## MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

## PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business.  For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license.  Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation.  For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.