HUMAN RESOURCES BUSINESS SYSTEMS ANALYST 2

CLASS CHARACTERISTICS

Under direction, to provide consultant level subject matter expertise and delivery support for the Human Resources Information System (HRIS) suite of systems; to manage and lead medium to large scale projects to meet the County's and department's strategic business and operations objectives with a primary focus on configuration, implementation, troubleshooting, use, and support of the Human Resources Information Systems; to document, review, analyze and evaluate stakeholder needs to determine feasibility, then recommend and/or configure the most effective HRIS solution(s) and/or processes; to work closely with other subject matter experts to ensure data integrity within the HRIS, complex report writing and troubleshooting, analyzing data flows for process improvement opportunities, day-to-day operation and system support, upgrades, patches, and testing; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Human Resources provides a comprehensive range of human resources services to County departments and employees, including employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, employee training and development, benefits and leave administration, risk management, workers' compensation, liability and casualty claims management, human resources information systems, labor and employee relations and collective bargaining.

The Human Resources Business Systems Analyst 2 (HR BSA2) is the consultant professional level within the HR BSA functional/technical classification series. Incumbents independently provide complex and high-level subject matter and technical expertise to HRIS systems and analysis and support with emphasis on best practices in utilizing our systems and improving efficiency. Responsibilities include applying judgment and decision-making skills in executing complex projects related to system and process improvements and enhancements, proactively developing solutions, and anticipating new services and issues, researching and resolving issues, building complex reports, and providing high-level day-to-day operation and system support.

The HR BSA is a classification series consisting of two levels: HR BSA 1 and 2. Distinctions include but are not limited to:
- HR BSA1 – provides professional level analysis and project management for small to medium-scale projects with oversight of manager or higher-level HR BSA staff, configures and troubleshoots a limited number of modules in PeopleSoft Human Capital Management, and one other HRIS system, and supports higher-level HR BSA staff with their projects.

- HR BSA2 – provides independent project management for medium to large-scale projects with medium to high County-wide impact, and configures and troubleshoots multiple modules in PeopleSoft Human Capital Management and other HRIS systems.

The HR BSA classification series differs from the HR Analyst classification series in that the latter performs analytical HR services in an area of specialization using existing systems to customize and generate data to assist/support other departments in their analysis and strategic decision making. It also differs from the County's Technology Services Department's Business Systems Analyst classification which serves as a liaison between customers in all County departments and Technology Services staff to identify, translate, and document business and operational requirements into workable system solutions, excluding the HR and Finance specific software which is distinct to the HR BSA classification series and the Financial Business Systems Analyst classification. It also differs from the Technology Services Department's Systems Project Analyst classification series that performs advanced systems analysis and design work including applications programming and coding and troubleshooting equipment problems in support of a highly complex application system that involves multiple sub-systems, programs, files, databases, and users.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Independently leads and manages medium to large projects with County-wide impact; manages and coordinates work among project team members; establishes, maintains, and manages relations with vendors, staff and stakeholders to resolve issues; organizes, leads, facilitates or participates in meetings to identify needs and build consensus and collaboration; identifies and manages desired outcomes and expectations, provides direction and support to project team; develops new or enhanced business systems and processes that result from collective bargaining, new or changes to legal requirements, or other County or human resources initiatives; utilizes project management methodologies including requirement(s) gathering, user acceptance testing, collaboration with stakeholders, creation of functional and technical documentation, project communications, and development of training tools; manages and monitors project to ensure deliverables are completed on time and within scope; works collaboratively with staff from HR, Payroll, Finance, Technology Services, and County Departments to resolve production, development and implementation issues; recommends and implements approved HR system solutions in alignment with HR business and operational requirements.

2. Provides high level support and guidance to HR business partner staff and HRIS personnel action processing staff; audits and monitors HRIS operations and configurations to ensure compliance with employment laws/regulations, HR Department procedures, and County policies; conducts regular data and security audits; conducts research to support labor relations and matters of collective bargaining; ensures proper implementation and adherence to collective bargaining agreement language/requirements in partnership with HR labor relations and/or compensation staff.

3. Serve as subject matter expert for the use of HR technology solutions; reviews system functionality and performance; makes recommendations regarding system needs and opportunities to improve systems, optimize performance, enhance user experience, improve process and policy, and increase utilization; performs systems administrator responsibilities

for multiple modules of the County's HRIS; performs systems maintenance and upgrades; updates tables; troubleshoots and resolves reported issues; supports end users, and identifies trends in end user issues; configures, tests, and implements updates and new features; conducts release testing; manages system and user security; escalates issues when necessary.

4. Identifies and implements enhancements to business processes and HR systems to improve customer experience; 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; initiates training and other solutions to improve user and system performance; anticipates future system needs;

5. Manages employee data, ensuring accuracy and confidentiality; develops and modifies complex queries; analyzes and assesses data and personnel transactions for accuracy and compliance; provides recommendations to manage employee data more effectively.

6. Provides customer services and technical support to end users and HR business partner staff; analyzes business rules, processes, and data requirements; identifies and analyzes complex, ambiguous, or conflicting work processes; researches solutions and resources to resolve issues; translates business requirements into configuration designs.

7. Researches, evaluates, implements, and administers third-party software tools to enhance software functionality and streamline business processes; collaborates with system vendors to identify and resolve technical issues; recommends changes and system updates.

8. Utilizes the County's HRIS and data analytics tools to generate complex data sets, create statistical reports, dashboards, or other data visualizations; develops reports for ongoing customer needs; assists Manager with special projects and acts on behalf of 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 by utilizing quality assurance methods to review data for accuracy, manages user access and security levels.

REQUIRED KNOWLEDGE AND SKILLS

Comprehensive knowledge of: PeopleSoft HR - HRIS system; principles and practices of human resource management and personnel administration; principles and methods of systems analysis, including business process analysis tools and methods; advanced level Microsoft Excel; 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, data extraction, data cleansing/transformation, 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.

<u>Thorough knowledge of</u>: Methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of HRIS software and other information systems.

<u>Skill to</u>: Analyze and document business operations and reach sound, logical conclusions regarding customer needs, business requirements and system recommendations; configure existing and new functionalities; technically navigate and configure multiple PeopleSoft HR – HRIS modules; understand and apply HR and HRIS business processes, regulations, and policies; lead implementations of new policies or regulations affecting HRIS modules and data; apply effective project management methodologies; create and edit complex reports using advanced SQL or other similar programming language or interfaces; design, test, implement, manage and support complex HRIS technology solutions; analyze complex data using a variety of tools such as Excel and/or business intelligence tools such as Power BI; design, compile, and audit complex information and large datasets; create spreadsheets, reports, statistical analyses and/or visualizations; plan and implement the installation and maintenance of HRIS systems and applications software; apply analytical and problem solving skills to develop sound, well-reasoned decisions, conclusions, and recommendations; 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; 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.

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, which must include two (2) years with PeopleSoft Human Capital Management (HCM) – HRIS configurations, troubleshooting, and writing reports/queries, that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

None.