



CLASSIFICATION NO. 572

Established: 4/25

FLSA: Exempt

EEO: 2

HUMAN RESOURCES BUSINESS SYSTEMS ANALYST 1

CLASS CHARACTERISTICS

Under direction, to provide professional level subject matter expertise and delivery support for the Human Resources Information System (HRIS) suite of systems; to manage small to medium scale projects to meet the County's and department's strategic business and operations objectives with a primary focus on the use and support of the Human Resources Information Systems; to document, review, analyze and evaluate stakeholder needs to determine feasibility, and with support as needed to identify, 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, report writing, 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 1 (HR BSA1) is the entry professional level within the HR BSA functional/technical classification series. The HR BSA1 provides ongoing operational HRIS systems analysis and support, and is assigned projects with oversight of the HRIS manager or higher-level HR BSA staff. Incumbents also function in a supporting role on projects assigned to higher-level HR BSA staff, and provide technical support and training to HR staff and HRIS users within County departments.

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 BSA 2– 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. Manages execution of assigned small to medium projects with oversight of manager or higher-level HR BSA; 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; supports HR higher-level HR BSA staff with their projects.
2. Provides technical support for a limited number of modules within the County's HRIS systems; configures and troubleshoots modules; leads and/or supports specific modules, tests and implements new features during system updates and implementations; escalates issues to higher-level HR BSA staff as appropriate.
3. Conducts regular data audits for accuracy of employee data; reviews personnel transactions; provides high level support to HR business partners and HRIS team's HR Specialists to ensure HRIS complies with employment laws/regulations, HR Department procedures, and County policies.
4. Performs on-going systems support and maintenance for the County's HRIS; updates tables; troubleshoots issues; supports end users; assists with system maintenance and user security; escalates issues when necessary.

5. Identifies and recommends opportunities for improvements to business processes and HRIS system operation; implements improvements after consulting with manager or higher-level HR BSA staff; creates and updates documentation for HRIS processes and procedures.
6. Manages employee data, ensuring accuracy and confidentiality; responds to data and report requests; creates and modifies moderately complex reports and queries; analyzes data; escalates more complex requests and reports to higher-level HR BSA staff as needed.
7. Provides customer services and technical support to end users and HR business partner staff; researches and resolves system issues, unexpected results, and process issues; trains new users and HRIS HR Specialist staff on effective HRIS usage.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of human resources and personnel administration; principles and methods of systems analysis, including business process analysis tools and methods; intermediate 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, 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; understand and apply HR and HRIS business processes, regulations, and policies; apply effective project management methodologies; create and edit moderately complex reports using basic SQL or other similar programming language or interfaces; analyze semi-complex data using a variety of tools including Excel and/or business intelligence tools such as Power BI; compile, audit, and create reports, statistical analyses and/or visualizations; participate in planning and implementation of the installation and maintenance of HRIS systems and applications software; technically navigate and configure HRIS systems; 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 four (4) 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

None.