

Job Description

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| Job Title: | HR Information Systems Specialist |
| Department: | Human Resources |
| Reports To: | Manager, HR Projects and Technology |
| Jobs Reporting: | None |
| Salary Grade: | USG 9 |
| Effective Date: | August 2014 |

Primary Purpose

The HR Information Systems Specialist is responsible for maintaining and enhancing assigned HR systems by analyzing business requirements, designing, testing and implementing solutions including modifications to existing functionality or new functionality within current HR systems. Reporting to the Manager, HR Projects and Technology, the HR Information Systems Specialist supports planned maintenance, updates and configuration required to ensure regulatory, compliance and client needs are met. In collaboration with the Manager, HR Projects and Technology, this role is forward looking; regularly assessing the current and future technology needs of the HR department relative to transformational efforts.

Key Accountabilities

Supports and Maintains Assigned HR Management Systems

- Under the direction of the Manager, HR Projects and Technology supports the testing and implementation of tax updates, maintenance packages (critical security patches, bundles and tools), and database updates /upgrades
- Leads the assessment of upgrades, tax updates, and impact of new modules to current integrations and interfaces
- Ensures key HR processes including but not limited to the annual salary increase process, payroll processing, and benefits/pension processes within assigned HR systems are performing at maximum efficiency and changes needed to support these processes are addressed in a timely way
- Executes complex analysis, identify root cause of problems and contribute to development of solutions
- In conjunction with the HR administration team, provides ongoing support to assigned HR systems by addressing more complex, system related issues in a timely way ensuring a positive client experience and exceeding client expectations
- Provides support/training to the HR administration team on how to address and resolve less complex production support concerns on a day to day basis
- Participates in cross-functional trouble-shooting, analysis and testing with Information Technology (IT) systems teams (student, finance, Institutional Analysis and Planning (IAP)) and other departments as necessary
- Reviews production support requests monthly and assess gaps in process, technology or training that need to be addressed in order to provide a more effective systems experience

Supports Functional System Testing Processes to Ensure System Projects/Initiatives Meet the Needs of all Stakeholders

- Identifies test scenarios, develop test scripts, and execute testing to validate the development and configuration of HR systems relative to design specifications and business requirements

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- In collaboration with the HR Business Analyst, supports the testing of new/modified applications to ensure applications and results meet HR needs
- Supports HR functional staff in user acceptance testing processes and the development of test scripts

Supports HR Technology Projects and Functional Human Resources Management System (HRMS) Implementation

- Leads the analysis and documentation of system requirements to thoroughly evaluate and recommend appropriate solutions in conjunction with the Manager, HR Projects and Technology, the HR Business Analyst and the Information Systems and Technology (IST) HR systems team
- Actively participates in the successful functional implementation of, and updates to, a variety of HR technologies including but not limited to, PeopleSoft, Cognos, and other integrated systems
- Functionally oversees the implementation of tested solutions into the production environment using appropriate change control procedures
- In conjunction with the HR Business Analyst, communicates changes and enhancements to end users to improve consistency of usage and functionality across users and departments

Builds and Maintains Strong Interpersonal Relationships and Gains Consensus with all Internal and External Stakeholders

- Serves as conduit between the customer community (internal and external) and the IST HR systems team through which system requirements flow
- Raises issues to the Manager, HR Project and Technology for action inclusive of description of the issue, comprehensive analysis of options and recommendations for remediation
- Participates in HRMS Detail Team meetings ensuring broader campus needs are included as part of the analysis process to reach the most effective and efficient use of the HRMS

Required Qualifications

Education

- Undergraduate degree in Information Technology or equivalent experience with Canadian Business Analyst Professional (CBAP) certification
- Knowledge of Project Manager Body of Knowledge (PMBOK)/Business Analyst Body of Knowledge (BABOK) principles and the Software Development Life Cycle (SDLC) are required

Experience

- 5-7 years of progressive systems analysis experience including hands on experience with HR enterprise applications and technology projects
- 3-5 years of experience supporting PeopleSoft module configuration, implementation and integration
- 2-3 years of HR systems experience including supporting implementation of modules or module re-implementations with PeopleSoft
- Proven knowledge of IST methodologies, processes and practices, and experience with functional systems analysis, modelling and design

Knowledge/Skills/Abilities

- Significant experience in interpreting requirements, performing fit/gap analysis and preparation of systems design documents
- Strong analytical and problem solving skills that rely on a structured approach with the ability to learn new concepts/processes
- Effective planning and organizational skills with the ability to adapt to change and perform effectively under pressure
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong detail and problem solving skills

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- Advanced skills in Microsoft Office suite
- PeopleSoft, HR enterprise systems, Cognos Impromptu or other Reporting Tools, Microsoft (MS) Project, Visio

Nature and Scope

- **Contacts:** Internally, communicates with employees in all groups within the department and IST to resolve issues related to area of responsibility. Strong interpersonal and communication skills are required to understand technical details and complex business requirements, facilitate workshops and negotiate with stakeholders to design solutions that meet overall department needs.
- **Level of Responsibility:** Under the direction of the Manager, HR Projects and Technology, this position is responsible for supporting the functional systems analyst effort with respect to HR technology while supporting and participating in complex projects, systems design and system analysis.
- **Decision-Making Authority:** Responsible for developing recommendations for review by the Manager, HR Projects and Technology to ensure the HRMS is delivering maximum effectiveness aligned with stakeholder and overall department needs.
- **Physical and Sensory Demands:** Requires high attention to detail and must handle distractions, changing priorities and interruptions, while meeting required deadlines.
- **Working Environment:** Minimal exposure to disagreeable conditions, typical of a position exposed to deadline pressures and accountability. There will be situations that will require the employee to work outside and in addition to the core business hours including, but not limited to resolving critical problems for processes that may have failed outside of core hours and/or providing support for upgrades outside of core hours. It is expected that these will be unusual situations and every attempt will be made to limit this as much as possible.