Job Description

UNIVERSITY OF WATERLOO

Job Title:	HR Business Functional Analyst
Department:	Human Resources
Reports To:	Manager, HR Projects and Technology
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	May 1, 2019

Primary Purpose

The HR Business Functional Analyst leads the functional business analyst effort while supporting complex projects, business model analysis, process design and system analysis. Reporting to the Manager, HR Projects and Technology, the HR Business Functional Analyst will facilitate and support the needs of the HR department ensuring that HR technology meets and exceeds stakeholder expectations. In collaboration with the Manager, HR Projects and Technology, this role is forward looking and is regularly assessing the current and future technology needs of the HR department relative to transformational efforts.

Key Accountabilities

Provide Expertise in Business Analysis, Requirements Gathering, Facilitation, Troubleshooting and Security administration

- Elicit, analyze, validate, specify, verify, and manage the requirements of internal stakeholders;
- Meet with decision makers, system owners, and end users to define business and operations requirements and systems goals, and identify and resolve systems issues;
- Identify requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, and business analysis;
- Critically evaluate and interpret business requirements and processes, reconcile conflicts and assess impacts of changes to other functional processes and systems;
- Resolve escalated user issues and ensure delivery of high-quality customer service;
- Provide support for HR systems, including researching issues, unexpected results or process flaws and recommend solutions or alternate methods to meet system and workflow requirements;
- Support end users through analysis, and if necessary, re-creation of the issue to determine the root cause (i.e. system configuration, data integrity, network, etc.) and provide resolution to the end user;
- Investigate functional integration performance issues, bugs and errors and provide recommendations on required fixes;
- Act as the liaison between business teams, application vendors and IST for system integrations, enhancements and issue fixes;
- Support the creation, maintenance and redesign of business and security processes;
- Directly support the HR Technology Manager with security administration for all HR technologies including quarterly system reviews/audits and security changes.

Lead Workday HCM configurations for assigned functional module(s)

- Build Workday Calculated Fields to support the configuration of Business Process Conditions, Eligibility Rules and Integrations;
- In collaboration with IST, develop a thorough understanding of the required technical configuration and system setup;

- Lead all functional configurations of assigned module(s), and business processes to support multiple prototype builds;
- Identify configuration inefficiencies, causes, and recommends solutions to the HR Projects and Technology Manager for planning and execution;
- Directly supports Workday release impact assessments and recommendations of new features and capabilities to support ongoing maintenance and sustainability of the HCM application;
- Identify technical transition and cutover requirements for assigned functional module(s).

Lead functional testing processes for assigned projects/systems to ensure HR technologies meet the needs of the Human Resources function
- Identify test scenarios, develop test scripts, and execute testing in support of assigned technology projects;
- Oversee user acceptance testing to ensure that all functional subject matter experts have the necessary information to test and execute any changes to their business processes;
- Review testing results, maintain issues logs, and recommend resolution options to the Manager, HR Projects and Technology;
- Conduct technical training to operational support teams and contribute to service management plans as required.

Support HR System Continuous Improvement and Learning
- Coordinate, support and help business users resolve day-to-day support issues including application software and operational systems;
- Review new System Release Notes, analyze impacts and coordinate appropriate adoption strategy including testing, process revision and documentation updates;
- Review and analyze the effectiveness and efficiency of the system and develop strategies for improving or further leveraging these systems;
- Conduct research and analysis regarding trends, patterns, and issues to identify opportunities and solve problems (ie. WD Community);
- Continuously increase application/tools knowledge by participating in user groups, training, or other mechanisms.

Support HR Technology Projects and Functional technology Implementation
- In collaboration with the Manager, HR Projects and Technology, lead and/or assist with the creation of business cases and other project related documentation, as required, with input from key business stakeholders
- Lead the successful completion of assigned projects specific to the development of technology to support HR business needs.

Required Qualifications

Education
- Undergraduate degree or equivalent experience required (CBAP certification is preferred).
- Knowledge of PMBOK (Project Management Body of Knowledge) principles and the SDLC (Software Development Life Cycle) are required.

Experience
- 5-7 years of progressive business/systems analysis experience including hands on experience with HR enterprise applications, and technology projects;
- 3-5 years HR systems experience including supporting implementation of modules or module re-implementations; Workday configuration experience is required.
- Significant experience in requirements elicitation, preparation of functional design and configuration documents and training and user guides

- Experience with Workday HR Business Process Configuration including EIB data updates
- Ability to work in Agile, Waterfall and hybrid delivery models.
- Ability to identify, analyze, and resolve problems logically and systematically.

Knowledge/Skills/Abilities
- Excellent analytical and problem solving skills are essential;
- Proven ability to understand complex situations, tasks or problems, analyze them using a systematic approach and identify patterns and connections between situations that are not inherently obvious;
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands; changing priorities or competing priorities;
- Ability to engage and influence stakeholders ensuring stakeholder adoption;
- Proven ability to identify opportunities for process and system improvements either in existing designs or by adopting new functionalities in the software;
- Ability to work well with diverse groups of people with a clear vision of business needs.
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong detail and problem solving skills.

Nature and Scope
- **Contacts:** Internally, communicates with employees in all groups within and outside the department and IST to resolve issues related to area of responsibility. Strong interpersonal and communication skills are required to understand and document 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 leading the functional business analyst and testing effort with respect to HR technology while supporting complex projects, business model analysis, process 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.