

Job Description

Job Title:	HR Systems Analyst
Department:	Human Resources
Reports To:	Manager, HR Projects and Technology
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	December 2020

Primary Purpose

The HR Systems Analyst is responsible for the Tier 2 system analysis effort while supporting and contributing to junior projects including Workday, iCIMS, and departmental process reviews. Reporting to the Manager, HR Projects and Technology, the HR Systems Analyst will facilitate and support the needs of the HR department ensuring that all HR technologies are operating at expected levels to maintain the HR function. This includes HR systems support and analysis of HR Technology issues escalated from HR team members or other HR system users. HR Technologies range from computer / phone / printer hardware to system software including Workday, iCIMS and all other peripheral computer equipment and software.

Key Accountabilities

Support HR Systems

- Monitor HR Help Inbox (Tech Folder) for Tier 2 system support requests from campus users and the HR Request Tracker (RT), or any relevant issue tracking system for any HR department staff support requests related to supported systems
- Coordinate, support and help business users resolve requests or issues related to personal computer hardware, software or connectivity, and any other departmental issued software or hardware (ie Adobe Acrobat / printers). Coordinate issue escalation with IST if necessary.
- Fulfill Workday systems access requests and perform systems access reviews to investigate escalated access inquiries (Tier 2).
- Perform Workday Business Process (BP) Event reviews on Worker Profiles to investigate escalated BP inquiries (Tier 2).
- Monitor Workday Inbox for System Administrator or Security Administrator BP Event Actions and process the Actions accordingly (Event Reassignment / Access Removal).
- Coordinate the Workday Release Review Process in collaboration with the HR Projects and Technology Manager including initial Release Report review and Impact Analysis assignment.
- Review release notes of assigned release items, perform preliminary impact analysis and review proposed implementation plan (testing, process revision and documentation updates) with Business Analysts.
- Monitor integrations including iCIMS for failures related to User and Hire Integrations; perform initial investigation of issues. Coordinate issue escalation with IST if necessary.
- System Administration for the HR ChatBot including Question and Answer development and review. This includes coordination and consultation with Human Resources Subject Matter Experts (SME's).
- System Administration of WCMS for the HR Website including issue investigations and updates.
- System Administration of 2FA for the Human Resources department staff including fob ordering / resets and other 2FA issue resolutions.

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- Administration of the HR Desktop Rollover Program including the tracking of all other hardware assignments and the Skype for Business phone extensions.
- Continuously increase application/tools knowledge by participating in user groups, training, or other mechanisms.

Perform Requirements Gathering, Troubleshooting

- Meet with end users to identify and document systems issues and to identify business and operations requirements through interviews, use cases and scenarios.
- Identify requirements using interviews, business process descriptions, use cases and scenarios
- Critically evaluate and interpret business requirements and processes, reconcile conflicts and assess impacts of changes to other functional processes and systems
- 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

Explore / Propose Workday HCM configurations for assigned issue investigations

- In collaboration with IST and HR BAs, develop a basic understanding of the required technical configuration and system setup
- As part of assigned issue investigations, identify configuration inefficiencies, causes, and recommend solutions to the HR Projects and Technology Manager for planning and execution
- Investigate and Propose Workday Calculated Fields (for review) to support the configuration of Business Process Conditions, Eligibility Rules and Integrations
- Investigate and Propose technical transition and cutover requirements for assigned functional module(s).

Assist in functional testing processes for assigned projects/systems to ensure HR technologies meet the needs of the Human Resources function

- Identify test scenarios, propose test scripts, and execute testing in support of assigned technology projects
- Support 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
- Contribute to training documentation and service management plans as required.

Support HR Technology Projects and Functional technology Implementation

- In collaboration with the Manager, HR Projects and Technology, assist with the creation of business cases and other project related documentation, as required, with input from key business stakeholders.
- Participate in assigned projects specific to the development of technology to support HR business needs.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

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

Experience

- 2-3 years of progressive business/systems analysis experience including hands on experience with HR enterprise applications, and technology projects
- 1-2 years experience with Workday HR Business Processes Administration including Security Administration EIB data updates.
- Experience in requirements elicitation, functional design and configuration documents as well as training and user guides
- Ability to identify, analyze, and resolve problems logically and systematically.
- Ability to work in Agile, Waterfall and hybrid delivery models.

Knowledge/Skills/Abilities

- Analytical and problem-solving skills are essential
- Proven knowledge of computer systems, software, networks and other office equipment including the desktop computers, laptops, printers and underlying software for effective troubleshooting.
- 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 user groups within and outside the department and IST to resolve or escalate issues. Strong interpersonal and communication skills are required to understand and document issues and requirements through user interviews and communicate that information effectively during escalation.
- **Level of Responsibility:** Under the direction of the Manager, HR Projects and Technology, this position is responsible for performing issue investigation and resolution including a testing effort that supports successful resolution while supporting and coordinating small projects.
- **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.