

Job Description

Job Title:	HR Operations and Systems Analyst
Department:	Human Resources
Reports To:	Director, HR Operations and Systems
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	January 2025

Primary Purpose

The HR Operations and Systems Analyst position is accountable to and provides support for the Director, HR Operations and Systems in all aspects of their role, including identification of HR Technology deliverables. This includes prioritizing the work in partnership with Information Systems and Technology (IST) to achieve maximum business value and streamlining the execution of priorities in collaboration with the Director.

In fulfilling their role, the HR Operations and Systems Analyst regularly collaborates with IST, subject matter experts (SME's), Campus Users, Managers and all HR teams.

Key Accountabilities

Prioritize the work in partnership with the Director, HR Operations and Systems and IST to achieve maximum business value and streamlining the execution of priorities

- Provide quality and timely support to our business partners through efficient ownership of Incident management system and participation in problem management and application defect resolution.
- Monitor relevant intake systems to assess and assign appropriate Tier level support. Working with clients, ensure intake requests are fully defined and documented with initial investigation prior to assignment of ticket ownership.
- Participate in the analysis to support implementation of new functionality within the platform. Integration of new releases, best practices and optimization within our existing models according to the established Tier model of support
- Document business needs for Tier 2 in a form of requirements, testing documents (scenarios, cases, expected results & actual results) and collect the appropriate approvals/support to implement
- Provide support to our operational teams in diagnosing and resolving any configuration issues within the platform
- Work closely with our campus partners as part of the engagement to truly understand the needs and requirements of the business and offer solutions as part of the ongoing continuous improvement of HR technologies
- Support the Workday Release process in collaboration with IST to ensure maximum effectiveness on release items
- Recommends best solutions, short-term and long-term solutions, considering the key inputs from system users

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Provide configuration and process support (including ongoing enhancements) for HR Technology systems according to the Tier model of support

- In collaboration with IST and HR, provide configuration and system set up aligned with the Tier model of support
- Investigate functional performance issues, bugs and errors and provide recommendations on required fixes
- Identify configuration inefficiencies, causes and recommend solutions for implementation
- 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 (e.g. fobs).
- Coordinate issue escalation according to established Tier model.
- Act as the liaison between business teams, application vendors and IST where required
- Document and maintain procedures and work instructions for key operating processes in HR related to technology and systems e.g. training documentation and service management plans as required.
- HR Technology Support includes administration for two-factor authentication (2FA), Waterloo Content Management System (WCMS) for HR website, HR Chatbots, case management system, etc.
- Investigate and Propose Workday Calculated Fields (for review) to support the configuration of Business Process Conditions, Eligibility Rules and Integrations
- Conduct required due diligence audits to ensure system integrity

Responsible for continually improving upon existing processes to enhance client experience

- Proactively identifies gaps, potential issues and suggest recommendation for improvement of systems.
- In collaboration with IST and HR SME's, responsible for application and trend reporting and analysis
- Perform analysis on day-to-day support requests to identify additional trends and areas of focus to improve effectiveness of HR technologies
- Assess key service delivery measurements to ensure operating structure is meeting client requirements in collaboration with IST
- Supports key projects and initiatives as required
- Accountable for providing essential input for identifying and actively participating in continuous improvement initiatives
- Other duties as assigned

**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

Experience

- 3-5 years of progressive business/systems analysis experience including hands on experience with HR enterprise applications, and technology projects
- Knowledge of software development principles, and Systems Development Lifecycle
- Systems analysis skills, as well as experience supporting complex information systems
- 3-5 years experience with Workday including Security Administration EIB data updates.
- Experience in requirements elicitation, functional design and configuration documents as well as training and user guides
- Experience with service desk and ticketing tools (Jira Service Management)
- Experience with knowledge based tools (e.g. Confluence, SharePoint)

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- Experience with incident management standards and practices including critical communication to business, IT stakeholders and third party vendors
- 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.
- Strong analytical and communication skills
- 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:** Primarily works with users within Human Resources and Information Systems and Technology. Required to liaise with various levels of contacts across the entire institution with varied levels of technical skill/exposure to resolve, escalate issues or provide new solutions, illicit user feedback both proactively and post-implementation. 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:** This position serves as the gateway between technical and operational supports and must be able to translate concepts based on technical understanding of each user group. Will need to understand work requirements based on needs of multiple user types in order to prioritize related technical support. Under the direction of the Director, HR Operations and Systems this position is responsible for performing issue investigation and resolution including a testing effort that supports successful resolution while supporting and coordinating projects.
- **Decision-Making Authority:** Must be able to synthesize language and concepts between functional and technical requirements. Required to illicit true requirements from all user groups and negotiate priorities between operational and technical functions based on user feedback. Responsible for developing recommendations for review by the Director, HR Operations and Systems to ensure the HR technologies are 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 is potential for work outside of standard business hours to support larger technical implementations, troubleshoot critical situations and/or upgrades.