

## Job Description

<b>JOB TITLE:</b>	HR Systems Support Administrator	<b>DATE:</b>	June 29, 2016
<b>REPORTS TO:</b>	HR Projects and Technology Manager		
<b>JOBS REPORTING:</b>	None		
<b>LOCATION:</b>	Main Campus		
<b>GRADE:</b>	6		
<b>DEPARTMENT:</b>	Human Resources		

**PRIMARY PURPOSE:** The HR Systems Support Administrator provides tier 1 support to the campus community, HR clients and staff regarding all HR systems and technology. The role supports planned maintenance, updates and configuration required to ensure regulatory, compliance and client needs are met.

**KEY ACCOUNTABILITIES:**

*Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of “what the job does not the “how”.*

1.	<p>Provide front line technical support for HR staff computing.</p> <ul style="list-style-type: none"> <li>• Respond to all technical queries by Human Resources staff regarding their desktop computers and any other departmental issued devices.</li> <li>• Support technical needs and assist HR staff in use of University services such as WatIAM identity management credentials, Email, SharePoint, Web Content Management system.</li> <li>• Perform hardware connections and assist in moving equipment such as computers, telephones, printers.</li> <li>• Escalate complex issues in a timely manner to IST Client Services and act as a liaison and point of contact for HR staff and IST Client Services.</li> <li>• Support the coordination and set-up or removal of equipment for all new and departing staff in the department</li> </ul>
2.	<p>Assist in providing tier one support to all HR services.</p> <ul style="list-style-type: none"> <li>• Responsible for timely replies to all technical queries for HR services to both on campus and external clients.</li> <li>• Monitor HR’s internal and external RT queues and complete any requests related to staff turnover, or tier one support regarding HR systems and services.</li> <li>• Maintain technical and customer oriented knowledge base to ensure a consistent service to clients.</li> <li>• Escalate complex and time sensitive issues to the Manager, HR Projects and Technology.</li> </ul>
3.	<p>Supporting and Testing of HR PeopleSoft (myHRInfo)</p> <ul style="list-style-type: none"> <li>• Identify test scenarios, develop test scripts, and execute testing to validate the development and configuration of HR systems relative to design specifications and business requirements;</li> </ul>

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	<ul style="list-style-type: none"> <li>Assist in User Acceptance and functional testing of PeopleSoft HRMS.</li> <li>Responsible for supporting tax updates testing under the supervision of the HR Systems Specialist.</li> <li>Provide tier one PeopleSoft support to HR staff and campus community; including managing of security roles and access, and training signup and course management (Enterprise Learning Management).</li> <li>Use Oracle User Productivity Kit (UPK) to develop and improve technical documentation.</li> </ul>
4.	<p>Administrative tasks required by HR Projects and Technology.</p> <ul style="list-style-type: none"> <li>Maintain departmental Document Repository on HR SharePoint site and controlling of document versions.</li> <li>Support ongoing HR projects with documentation, website updates, and administrative tasks as required.</li> <li>Update and maintain department laptops, and technical items' storage and supplies.</li> <li>Responsible for all updates to HR websites and monitor feedback.</li> <li>Generate timely metric reports from various support systems (RT, hrhelp) for Management review.</li> </ul>

### POSITION REQUIREMENTS:

*If hiring today, what would be the minimum requirements?*

**Education:** Undergraduate degree or equivalent experience in HR and a technology support role

**Experience:** Minimum of 2 years of experience in HR and IT support roles.

**Technical:** Experience with PeopleSoft HRMS is required. Proficiency in technical support including Windows Operating Systems, SharePoint support, and experience with web content management systems is required.

MS Word	Excel	PowerPoint	Other
Intermediate	Intermediate	Intermediate	PeopleSoft HRMS

### NATURE AND SCOPE:

- Interpersonal Skills:** Communicates with employees in all groups for support and 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 troubleshoot complex scenarios. Required to communicate solutions to the campus community, and document test results and plans for systems testing.
- Level of Responsibility:** Under the direction of the Manager, HR Projects and Technology, this position is responsible for delivering all tier one support to users of HR technologies and processes.
- Decision-Making Authority:** Responsible for developing recommendations for review by their direct Manager to ensure the provided technical equipment and services are delivering maximum effectiveness aligned with stakeholder and overall department needs.
- Physical and Sensory Demands:** The position requires lifting and carrying of heavy, bulky computer and technical equipment. Requires high attention to detail and must handle distractions, changing priorities and interruptions, while meeting required deadlines.

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- **Working Environment:** The environment has ongoing background noise from printers and other equipment, multiple telephones and conversations contributing to an often hectic and distracting environment.