



HUMAN RESOURCES SYSTEMS SUPPORT ANALYST II

Position Title: Professional-Technical Level 4

Location: District Office

Reports to: Director of Compensation and Benefits

FLSA Status: Exempt (Administrative)

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the position change.

Part I: Position Summary

Position has responsibility for analyzing business process of client users and developing, implementing, maintaining, and supporting automated solutions within the human resources and payroll groups. The human resources systems support analyst II reviews, analyzes and occasionally modifies systems which may include encoding, testing, and debugging application systems.

Part II: Supervision and Controls over the Work

The human resources systems support analyst II works under the direction of the director of compensation and benefits who assigns tasks, sets priorities, and establishes requirements and expectations. Systems analysis is to be performed consistent with professional and technical standards and practices to include system documentation. Work is evaluated based on overall performance, reliability, timeliness, and program efficiency and effectiveness. Director is available in unusual or unprecedented situations.

Part III: Major Duties and Responsibilities

1. Provides user support to human resources, payroll and benefits staff when difficulties are encountered. Investigates and resolves application and functionality related issues and provides first level support and troubleshooting of district application systems. Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements. Coordinates with third party application development and programming consultants when necessary. Provides assistance and advice to users in the effective use of applications and systems.
2. Analyzes data contained in the enterprise database and identifies data integrity issues with existing and proposed systems and implement solutions. Supports technology staff in data base administration in live and test environments.
3. Coordinates with finance and technology staff members or other client users to identify and document functionality needs and processes and strategies for improving the efficiency of human resources and/or payroll business processes. Reviews existing systems to determine availability of technology solutions. Recommends system modifications and/or adoption of new systems to meet client needs. Once a change or adoption is identified and approved, works with clients, other analysts, and/or vendors to design, test, and implement the system and to develop and provide training to client users.

4. Assists in the creation of the system design and functional specifications for all new human resource development projects. Identifies areas for improvement based on analysis and leads process redesign implementations to improve operational efficiency. Produces support documentation for new and existing applications as necessary.
5. Support data and system irregularities within the Department of Retirement Systems (DRS) reports, invoices, and edit corrections. Run contract balancing utilities as needed.
6. Conducts system and data audits and reporting to validate transactions and system reliability.
7. Participates in meetings with the other leadership teams to discuss business activities and issues to be resolved. Leads human resources and payroll teams in current business process items and researches and develops software tools to gain work efficiencies.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population and strong interpersonal and human relations skills including listening and eliciting information.
2. Five years of human resource or payroll experience that provided the skills and knowledge to conduct systems analysis of a successful employee payroll system.
3. Knowledge of data processing, hardware platforms, and enterprise software applications.
4. Good working knowledge skills with Microsoft Office products and Microsoft tools.
5. Strong project management skills with effective results focus within a human resource and/or payroll environment. Ability to manage multiple projects simultaneously, attend to detail, accuracy and follow-through on assigned projects and tasks.
6. Strong mathematical, analytical and problem-solving skills.
7. Ability to quickly learn new applications; communicate effectively orally and in writing; exercise independent judgment in organizing work and managing priorities to meet deadlines; work in an atmosphere where interruptions occur frequently and priorities are often modified; work effectively with others in a team setting; handle confidential matters and information in a professional manner.



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Part V: Desired Qualifications

1. Bachelor's degree in technology or directly related fields of study.
2. Specific knowledge and experience managing district-specific applications (PowerSchool BusinessPlus, Frontline).

Part VI: Physical and Environmental Requirements

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to bend, reach, perform repetitive motions, sit, stand, move about, hear and speak. Employee is required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.