

## Job Description

<b>JOB TITLE:</b>	HR Information Systems Specialist	<b>DATE:</b>	August 7, 2014
<b>REPORTS TO:</b>	Manager, HR Projects and Technology		
<b>JOBS REPORTING:</b>	None		
<b>LOCATION:</b>	Main Campus		
<b>GRADE:</b>	USG 9		
<b>DEPARTMENT:</b>	Human Resources (HR)		

**PRIMARY PURPOSE:** The HR Information Systems Specialist is responsible for maintaining and enhancing assigned HR systems by analyzing business requirements, designing, testing and implementing solutions including modifications to existing functionality or new functionality within current HR systems. Reporting to the Manager, HR Projects and Technology, the HR Information Systems Specialist will support planned maintenance, updates and configuration required to ensure regulatory, compliance and client needs are met. 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:**

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

<b>1.</b>	<p><b>From a functional perspective, support and maintain assigned HR Management systems</b></p> <ul style="list-style-type: none"> <li>• Under the direction of the Manager, HR Projects and Technology support the testing and implementation of tax updates, maintenance packages (critical security patches, bundles and tools), and database updates /upgrades;</li> <li>• Lead the assessment of upgrades, tax updates, and impact of new modules to current integrations and interfaces;</li> <li>• Ensure key HR processes including but not limited to the annual salary increase process, payroll processing, and benefits/pension processes within assigned HR systems are performing at maximum efficiency and changes needed to support these processes are addressed in a timely way;</li> <li>• Execute complex analysis, identify root cause of problems and contribute to development of solutions;</li> <li>• In conjunction with the HR administration team, provide ongoing support to assigned HR systems by addressing more complex, system related issues in a timely way ensuring a positive client experience and exceeding client expectations;</li> <li>• Provide support/training to the HR administration team on how to address and resolve less complex production support concerns on a day to day basis;</li> <li>• Participate in cross-functional trouble-shooting, analysis and testing with Information Technology (IT) systems teams (student, finance, Institutional Analysis and Planning (IAP)) and other departments as necessary;</li> <li>• Review production support requests monthly and assess gaps in process, technology or training that need to be addressed in order to provide a more effective systems experience</li> </ul>
<b>2.</b>	<p><b>Support functional system testing processes to ensure that system projects/initiatives meet the needs of all stakeholders</b></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> <li>• In collaboration with the HR Business Analyst support the testing of new/modified applications to ensure applications and results meet HR needs;</li> <li>• Support HR functional staff in user acceptance testing processes and the development of test scripts</li> </ul>

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<b>3.</b>	<p><b>Support HR technology projects and functional Human Resources Management System (HRMS) implementation</b></p> <ul style="list-style-type: none"> <li>• Lead the analysis and documentation of system requirements to thoroughly evaluate and recommend appropriate solutions in conjunction with the Manager, HR Projects and Technology, the HR Business Analyst and the Information Systems and Technology (IST) HR systems team;</li> <li>• Actively participate in the successful functional implementation of, and updates to, a variety of HR technologies including but not limited to, PeopleSoft, Cognos, and other integrated systems;</li> <li>• Functionally oversee the implementation of tested solutions into the production environment using appropriate change control procedures;</li> <li>• In conjunction with the HR Business Analyst, communicate changes and enhancements to end users to improve consistency of usage and functionality across users and departments</li> </ul>
<b>4.</b>	<p><b>Build and maintain strong interpersonal relationships and gain consensus with all internal and external stakeholders</b></p> <ul style="list-style-type: none"> <li>• Serve as conduit between the customer community (internal and external) and the IST HR systems team through which system requirements flow;</li> <li>• Raise issues to the Manager, HR Project and Technology for action inclusive of description of the issue, comprehensive analysis of options and recommendations for remediation;</li> <li>• Participate in HRMS Detail Team meetings ensuring broader campus needs are included as part of the analysis process to reach the most effective and efficient use of the HRMS</li> </ul>

### POSITION REQUIREMENTS:

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

**Education:** Undergraduate degree in Information Technology or equivalent experience with Canadian Business Analyst Professional (CBAP) certification.  
Knowledge of Project Manager Body of Knowledge (PMBOK)/Business Analyst Body of Knowledge (BABOK) principles and the Software Development Life Cycle (SDLC) are required.

**Experience:**

- 5-7 years of progressive systems analysis experience including hands on experience with HR enterprise applications and technology projects;
- 3-5 years of experience supporting PeopleSoft module configuration, implementation and integrations;
- 2-3 years of HR systems experience including supporting implementation of modules or module re-implementations with PeopleSoft;
- Proven knowledge of IST methodologies, processes and practices, and experience with functional systems analysis, modelling and design;
- Strong analytical and problem solving skills that rely on a structured approach with the ability to learn new concepts/processes;
- Effective planning and organizational skills with the ability to adapt to change and perform effectively under pressure;
- Significant experience in interpreting requirements, performing fit/gap analysis and preparation of systems design documents

A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong detail and problem solving skills.

**Technical:** Job specific experience, computer skills

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MS Word	Excel	PowerPoint	Other
Proficient (track changes, compare and merge files, table management, footnotes, technical documentation)	Advanced (macros, pivot tables, v/h look-ups, scenarios, if and sum if statements)	Proficient (creation of multi-level lists, charts, images, creation of master slides and dynamic presentations)	PeopleSoft, HR enterprise systems, Cognos Impromptu or other Reporting Tools, Microsoft (MS) Project, Visio

### NATURE AND SCOPE:

- **Interpersonal Skills:** Internally, communicates with employees in all groups 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 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 supporting the functional systems analyst effort with respect to HR technology while supporting and participating in complex projects, systems 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. There will be situations that will require the employee to work outside and in addition to the core business hours including, but not limited to resolving critical problems for processes that may have failed outside of core hours and/or providing support for upgrades outside of core hours. It is expected that these will be unusual situations and every attempt will be made to limit this as much as possible.