



## Human Resources Systems Analyst

<b>Reports to:</b>	Human Resources Supervisor, Operations		
<b>Dept:</b>	Human Resources	<b>Range:</b>	32
<b>FLSA:</b>	Exempt	<b>EEO:</b>	Professional/Non-faculty

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under direction, perform professional technical duties to support administration and production of human resources modules of the district's Workday enterprise resource planning (ERP) system including new system releases and updates; perform configuration and testing of business processes and reporting to meet human resources operational requirements; research, diagnose and resolve a wide range of system issues and problems; oversee and provide guidance for ongoing technical support, help desk and user training activities.

### **DISTINGUISHING CHARACTERISTICS:**

Human Resources Systems Analyst is distinguished from Business Analyst in that an incumbent in the class performs professional technical duties that require an in-depth knowledge of human resources programs and processes, policies, procedures and requirements as well Workday system operations, functionalities, business processes and data requirements to ensure district and Human Resource requirements are met effectively.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Perform systems administration and production support for human resources modules of the Workday ERP system, including core HR, benefits administration, compensation, payroll, performance management and absence management; analyze and apply human resources business and legal requirements to configuration of system functionalities and processes; develop logic and configure condition rules, calculation fields, and reporting processes to

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ensure HR business requirements and data integrity are achieved; conduct system and data analyses and participate in testing and deployment to identify and resolve system problems.

3. Analyze and test new system releases and updates to ensure HR business requirements will continue to be met; work with HR supervisors, HR staff, staff of other departments and the AIS security administrator to resolve process configuration, system security and other issues; install and test business process, data management and reporting configuration solutions to ensure compliance with policy and audit requirements.
4. Oversee and provide technical leadership and knowledge resources for ongoing daily technical Workday support, help desk and user training; research root causes of unexpected system process results and identify available options and solutions; resolve the more complex system and transaction problems; escalate system issues/bugs to Workday consultants when necessary; oversee and participate in development of materials and in training functional teams and end users on systems processes and requirements.
5. Recommend process/customer service improvements, innovative solutions, policy changes and/or major variations from established policy that must be approved by appropriate leadership prior to implementation; serve as a key liaison with third parties and other stakeholders; use project management skills in managing projects.
6. Write, maintain and support a variety of reports and queries; develop custom and ongoing reports using appropriate reporting tools; oversee audit and testing of reported data to ensure data accuracy and integrity; analyze and resolve data problems.
7. Stay current on best practices and trends in human resources technology solutions and object-orientated system design; monitor trends in information systems training methods and techniques; continuously work to expand both HR knowledge and HR systems applications and tools.

**OTHER DUTIES:**

1. Work with supervisor and other HR staff to resolve complex transaction and on-boarding process issues and problems.
2. May provide overall project management for assigned new Workday system functionalities or other assigned projects.
3. Participate in various project team activities, tasks and meetings.
4. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

1. Human resources management functions/processes, including recruitment, testing and selection, classification and job analysis, performance planning and appraisal and compensation administration.

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2. Applicable federal, state and local laws and regulations, State Education Code, State Chancellor's Office requirements and labor agreement provisions governing administration of the district's human resources program for classified staff and faculty, as applicable to assigned responsibilities.
  3. Functionalities of the district's Workday enterprise business resource planning system and its associated business process, data source, condition rule, calculation field and configuration requirements, particularly as applicable to the HR system modules.
  4. System analysis and design theory, concepts and principles applicable to object-oriented systems applications including methods for modeling and configuring business processes and data flows.
  5. Methods and practices for planning and conducting system testing and developing program and user documentation.
  6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
  7. Systems integration and business process reengineering concepts.
  8. Project management methods, tools and techniques.
  9. Interrelationships of campus departments and their associated information systems.
  10. Practices and techniques of system user training and instruction.
  11. Personal computer hardware and software components.
  12. Safety policies and safe work practices applicable to the work.

**ABILITY TO:**

1. Conduct complex business process and data analyses, analyze issues and alternatives and reach sound, logical conclusions and recommendations.
2. Apply critical thinking skills to identify, analyze and develop system configuration alternatives and solutions to resolve complex system challenges, issues and problems.
3. Define data logic, condition rules and calculation fields and configure and test system workflows and processes.
4. Consult effectively with managers and users and facilitate user meetings, negotiate understanding and build consensus agreements.
5. Define scope and objectives for initiatives and projects, estimate resource needs and track and manage tasks for implementation.
6. Work effectively and collaboratively in a team environment, either as a team member or team leader.
7. Develop effective end-user training and materials, manuals and job aids.
8. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.

9. Communicate effectively, both orally and in writing.
10. Understand and follow written and oral instructions.
11. Operate a computer and standard business software.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
13. Establish and maintain effective working relationships with all those encountered in the course of work.
14. Work confidentially with discretion.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree, preferably in human resources or a related field, and at least three years human resources or HRIS experience; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Project manager responsibilities.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, vendors, contractors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; occasional evening, weekend and/or holiday hours are required on an as-needed basis. Occasional local travel may be requested.