

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for a specific HRIS system including its administration and support involving system coordination, process analysis, and implementation and performs other related assigned duties.

ESSENTIAL TASKS:

- Serves as the subject matter expert for a specific HRIS system such as time and attendance or Munis while being able to function as an administrator in any HRIS system
- Evaluates, recommends, and coordinates implementation of functional modifications and/or enhancements to processes and assists in the development of new processes that impact business requirements of the assigned HRIS system
- Performs maintenance processes and testing to ensure system accuracy and functionality including data collection devices
- Works closely with other City personnel to maintain, manage, and monitor the interaction of systems critical to the operation of the assigned HRIS system, ensuring that interfaces, infrastructure, configuration and performance systems are working properly
- Works with Enterprise System Manager to coordinate service pack installations, system upgrades and implementation of new functionality
- Works with Enterprise System Manager to manage HRIS related vendor relationships including license monitoring, account, services and support management
- Maintains system configuration in conformity with policy and procedures established by the Human Resources Department
- Prepares and analyzes a variety of reports as needed and maintains documentation relating to system data ensuring adherence to business practices
- Maintains current best practices, solutions and technologies of HRIS systems
- Provides back up support for the maintenance and administration of other HRIS systems as assigned including undergoing cross-training
- Develops and maintains detailed documentation of procedures and processes of the role for the purpose of preparing back up support and training
- Functions as project manager for HRIS upgrades and projects
- Trains new users
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university; **and,**
- (b) Four (4) years' experience in HRIS administration, system analysis, payroll/human resources or a field relevant to the essential tasks listed in this job description

PROFICIENCY PAY INCREASE OPPORTUNITIES

About:

At the direction of the relevant system owner(s)/executive(s), all employees in the classification who earn proficiencies will work together to create a single comprehensive training database for use Citywide related to their own assigned relevant timekeeping, payroll, and HR systems.

Key Points:

- To ensure user training gaps are addressed based on Citywide strategic priorities, a database design proposal must be reviewed and approved by HR department management and the executive owner of the system before the HRIS Administrator begins the work described below.
- Final work product resulting from these proficiencies must be designed to empower users to enhance their system skills, and independently and correctly complete routine tasks in the system.
- Training must be made available through a variety of mediums to best serve a variety of adult learning styles.
- Content must be
- divided into four (4) main categories based on the user role:
 1. Supervisors/management,
 2. Payroll and timekeeping staff,
 3. Employees who are either in or adjacent to your work group who may occasionally be required to fill in the duties of this role, and
 4. All other employee users
- Employee will be eligible for the following proficiency increase opportunities as explained below. If an employee elects to complete proficiency increases, the proficiency opportunities must be completed in the order written beginning with proficiency #1.
- Employees may not skip over proficiencies or complete them in random order. (However, an employee is not required to complete all three (3) proficiencies.)
- Proficiency increases are subject to budget availability and limited to one (1) increase per fiscal year.

PROFICIENCY #1:

Comprehensive Training Database: SOG Section

An employee who completes all following criteria will be eligible to receive a 2.5% increase:

- **Time in classification:** A minimum of 12 months in the position with satisfactory performance.
- **Training:** Eight (8) hours of training as directed by management in a combination of

relevant areas of expertise, (see below, “Applicable Training Areas of Expertise”).

- **Standard Operating Guide (SOG) Database:**

Develop and maintain an extensive database of comprehensive, step-by-step SOGs for all routine tasks as well as common but less frequent tasks for the system assigned, (for example, Munis, Kronos, Telestaff).

PROFICIENCY #2:

Comprehensive Training Database: Training Section

An employee who completes all following criteria will be eligible to receive a 2.5% increase:

- **Time in classification:**
 - A minimum of 24 months in the position with satisfactory performance, **and;**
 - A minimum of one (1) year after the first proficiency has been received
- **Training:** Eight (8) additional hours of training not previously completed and as directed by management in a combination of relevant areas of expertise, (see below, “Applicable Training Areas of Expertise”)
- **Training Database:** Building on the content developed in Proficiency #1, (SOG database), develop and maintain a comprehensive training database for the system assigned (for example Munis, Kronos, Telestaff).

The training database must include:

- (a) FAQ-style information sheets,
- (b) video tutorials and presentations,
- (c) glossaries of system and procedural terminology,
- (d) other applicable tools and components as determined by Human Resources management.

PROFICIENCY #3:

Comprehensive Training Database: Onboarding and Refresher Training Section

An employee who completes all following criteria will be eligible to receive a 2.5% increase:

- **Time in classification:**
 - A minimum of 36 months in the position with satisfactory performance and 1 year since completion of proficiency #2
 - A minimum of one (1) year after the second proficiency has been received
- **Training:** Eight (8) additional hours of training not previously completed and as directed by management in a combination of relevant areas of expertise, (see below, “Applicable Training Areas of Expertise”)

- **System Onboarding and Refresher Training:** Building on the content developed in Proficiencies #1 and #2, develop, maintain and administer a comprehensive training program for *new hires* and *new users* (promotions/transfers/changes of duties).

Curriculum should be designed and deployed at set intervals for initial training. Periodic refresher training for users must be administered as well.

Applicable Training Areas of Expertise			
Intermediate to Advanced Level Business Communication and Presentation Skills	Fundamentals and Principles of Adult Learning and Instructional Design	Fundamentals of Project Management	Payroll administration
Principles of Information Systems/Configuration Management	Intermediate to advanced computer science or relevant programming	Data Management and Visualization (for example PowerBI)	City Systems training offered by vendor partners

Knowledge, Abilities and Skills

Knowledge of:

- Comprehensive knowledge of automated Human Resources Information Systems and modules
- Considerable knowledge of the modern principles, trends and practices of governmental accounting and finance with emphasis on payroll rules and guidelines in some positions
- Principles and practices of public administration and maintenance of public records
- Configuration and testing software.

Ability to:

- Lead, facilitate and organize with interpersonal and motivational skills
- Develop, coordinate, schedule, deliver, and administer training curriculum
- Coordinate, implement and demonstrate competence utilizing various support mechanisms to maintain system functionality and improve processes
- Interface effectively with employees at all levels of the organization, including executives, elected officials and the public
- Lead system projects of varying complexity with tight deadlines, closing projects on time and within budget
- Analyze complex issues and formulate sound concepts

- Work independently and recognize, analyze and solve complex business and/or organizational challenges
- Demonstrate excellent verbal and written communication skills
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding

Skill in:

- Effective communication and collaboration
- System management, implementation, optimization, and troubleshooting
- Data management
- User support and training
- Data analysis and reporting
- Security and compliance
- Liaising effectively between departments and users
- Customer service

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, sitting, reaching bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

None.

WORKING ENVIRONMENT: Working environment is primarily in an office setting and may require some travel to various City locations.

EEO Code: E-02

Group: Fiscal

Series: Financial Management