CLASS TITLE: **HUMAN RESOURCES BUSINESS SYSTEMS ANALYST**

DISTRICT VALUES

Incumbents in District positions are expected to 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.

SUMMARY DESCRIPTION

Under the direction of the Assistant Superintendent/Vice President of Human Resources or assigned management staff, perform a variety of professional level systems related technical duties in support of the District's Human Resources Division; recommend, plan, and implement solutions and additional systems integration to streamline and automate human resources processes; and perform and lead related functional activities within the scope of the Human Resources Division.

This is a confidential classification. As such, incumbents perform duties that involve gathering or reviewing information or data concerning employee grievances or discipline matters, or data relating to or containing information about employer bargaining positions, negotiation strategies, or proposals.

DISTINGUISHING CHARACTERISTICS

This is a journey level professional class in the human resources series. Positions at this level independently perform responsible and difficult analytical, systems, statistical, programmatic, project/program management, and other administrative analyses duties in providing responsible system and staff support to the Human Resources Division. Assignments are typically received in broad, outline form, and incumbents are expected to act independently in developing applicable resources and information. Projects may include system analysis, system integration, statistical analysis, operations support, policy and procedures development, or other areas specific to human resources. Incumbents are expected to exercise independent judgment in selecting study approach and analytical techniques and in making sound recommendations based on study results. Positions at this level may perform specialized duties on a day-to-day basis but provide assistance in other areas as necessary to address changing workload needs.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Independently perform a variety of professional level systems related technical duties involved in assisting in the administration of various Human Resources Division functions and services; analyze human resources processes and make recommendations for HRIS system improvements; work with internal resources and external resources to implement solutions. *E*

2. Participate in short- and long-term HRIS planning; review human resource related processes and work flows; recommend and initiate new approaches and procedures to support continuous improvement and department efficiency in services provided. *E*

3. Develop and implement systems and procedures pertaining to human resource functions and operations; participate in ensuring human resources programs and activities are administered and

implemented in compliance with federal and state laws, rules, and regulations; assist in the revision of personnel procedures and forms. *E*

4. Generate and prepare a variety of detailed and confidential reports including those for presentation to management staff; evaluate reports for integrity and accuracy of data; conduct research on current and archived data as needed. *E*

5. Assess current HR system needs; identify viable approaches and options for potential improvements; assess alternatives for both technical and business suitability. *E*

6. Confer and work with Information Technology staff in the maintenance, development, implementation, and enhancement of assigned functional modules. *E*

7. Identify and analyze complex or conflicting business process issues; propose policy standards, project directions, and strategies to meet the administration's information needs; coordinate with Information Technology staff in the development of priorities. *E*

8. Provide technical support and expertise for assigned applications; troubleshoot and resolve application or database problems with current HR systems; review and analyze system documentation and production output to identify solutions; recommend changes as needed; perform changes to HRIS code tables; confer with vendor and Information Technology staff to solve complex procedural, operational, and technical problems. *E*

9. Develop plans to mitigate and avoid future systems issues. *E*

10. Review and test system upgrades and patches. *E*

11. Promote positive approaches to HRIS to address business needs and solve problems; confer with the Information Technology Department, human resource staff, clients and stakeholders, and others as appropriate. *E*

12. Serve as lead analyst within Human Resources on projects to identify processes and procedures that may be made more effective and/or efficient through redesign or modification through the use of technology; may identify and assist with implementation of new systems or processes to achieve increased effectiveness; serve as a Department and District resource for quality improvements both within HRIS solutions and in general Human Resource processes and procedures. *E*

13. Review and evaluate project plans, design documents, and other technical documents and set schedules as needed to successfully initiate and accomplish HR system projects. *E*

14. Coordinate support activities and services for successful completion of projects; monitor the completion of project phases; identify and resolve issues delaying progress or delivery of products and services. *E*

15. Conduct system related training; develop user procedures, guidelines, and documentation. *E*

16. Respond to questions and requests for information and assistance from District employees, interested applicants, outside agencies, or the general public over the phone, in writing, or in person; provide specialized, technical, and procedural information regarding the interpretation and application District policy, procedures, and practices as well as federal, state, and local laws including the California

Education Code; resolve complaints in an efficient and timely manner; refer matters to appropriate staff members as required. *E*

17. Participate in a variety of special projects as requested; research, compile, analyze, prepare, proofread, and format detailed data and information for periodic and special projects and reports. *E*

18. Provide training and work guidance to assigned employees. *E*

19. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Operations, services, and activities of a human resources program.
Principles and practices of public human resources administration.
HRIS applications and software at an advanced technical level.
Methods and techniques used in the development and integration of web-based applications and on-line database systems, preferably in human resource applications.
Approaches to maximize quality and streamline current processes.
Principles and practices used in the design, development, and implementation of an integrated human resources management information system.
System applications and limitations.
Principles and practices utilized in human resources program coordination and administration.
Information and research resources available related to areas of assignment.
Principles and practices used in preparing, reviewing, and evaluating a variety of human resources data.
Principles and procedures of confidential record keeping.
Principles and practices used in the preparation of comprehensive, clear, and concise reports.
Methods and techniques of customer and public relations.
Interpersonal skills using tact, patience, and courtesy.
Mathematical principles.
Pertinent federal, state, and local codes, laws, and regulations concerning various human resources programs including applicable sections of the State Education Codes.
District organization, operations, policies and objectives.
English usage, grammar, spelling, punctuation, and vocabulary.
Modern office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and HRIS management systems.
Public speaking and written communication skills.
Basic principles and practices utilized in providing training and work direction to staff.

Ability to:
Perform a variety of professional HRIS system analysis work with minimum supervision involving the use of a high level of independent judgment and personal initiative in support of Human Resources Division functions and programs.
Assist in organizing and administering technical aspects of various District human resources programs, functions, and services.
Plan and organize application design and implementation processes in collaboration with other staff at varying levels of an organization to achieve identified systems capabilities and improved business processes.

Perform complex business process analyses and develop sound, logical conclusions regarding essential user needs and requirements.

Identify information management issues and opportunities, analyze problems and alternatives, and develop sound recommendations.

Read, interpret, and explain complex technical information on systems processes to non-technical audiences; express difficult concepts clearly in oral and written communications.

Design, develop, and conduct effective training programs on a variety of technology issues for diverse audiences.

Provide functional support for the implementation and maintenance of various software applications.

Detect, isolate, and resolve applications problems.

Create and generate various reports, charts, and other materials.

Research, compile, analyze, and interpret data and information.

Maintain current knowledge of, understand, interpret, apply, communicate, and explain general and specific administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, rules, regulations, requirements, and restrictions.

Provide specialized information to others concerning various human resources policies and practices.

Exercise judgment, diplomacy, discretion, and a high level of independence in handling matters of a sensitive nature.

Promote and maintain positive staff, student, and community relations.

Work confidentially with discretion; maintain confidentiality of work performed.

Plan and organize work to meet schedules and time lines; meet critical deadlines while working with frequent interruptions.

Make arithmetic calculations quickly and accurately.

Type or enter data at a speed necessary for successful job performance.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Adapt to changing technology and quickly learn functionality of new applications and systems.

Demonstrate an awareness and appreciation of the cultural diversity of the community.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major course work in human resources, computer science, business administration, public administration, or a closely related field; **AND** three (3) years of experience involving information systems assessment and development that includes experience advising on technology solutions, conducting business processes analysis, and troubleshooting human resources related management information systems.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Created: April, 2019
Forsberg Consulting Services

Revised: July, 2021 (updated reporting structure only)
Human Resources