

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: HUMAN RESOURCES BUSINESS SYSTEMS ANALYST

RANGE 18

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 general direction of the appropriate supervisor, perform a variety of professional level, systems related, technical, analytical, and administrative duties in support of the District's Human Resources Division; work with internal and external resources to implement solutions; recommend, plan, and implement solutions and systems integration to streamline and automate human resources processes; and perform and lead related functional activities within the scope of the Human Resources Division reporting trend analysis.

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 an expert 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. 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 exercise independent judgment in selecting study approach and analytical techniques and in making sound recommendations. Positions at this level perform specialized duties on a day-to-day basis and 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 needs and changing 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 human resource information systems (HRIS) improvements. **E**

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2. Participate in short and long term HRIS planning; review human resource related processes and workflows; 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. Conduct research, analyze data, format, generate, and prepare a variety of detailed and confidential reports including, but not limited to; Public Records Act (PRA), requests for information (RFI), MIS, and mandatory reporting; and 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; develop plans to mitigate and avoid future systems issues; review and test system upgrades and patches; assess alternatives for both technical and business suitability. **E**
6. Confer and work with Information Technology staff, consultants, and vendors in the: maintenance, development, implementation, and enhancement of assigned functional modules; and to resolve complex procedural, operational, and technical problems. **E**
7. Identify and analyze complex or conflicting process issues; propose policy standards, project directions, and strategies to meet informational 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 HR systems; review and analyze system documentation and production output to identify solutions; recommend changes as needed; perform changes to HRIS code tables. **E**
9. Identify processes and procedures that are made more effective and efficient through redesign or modification using technology. 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**
10. Review and evaluate project plans, design documents, and other technical documents and set schedules as needed to successfully initiate and accomplish HR system projects in a timely manner. Gather feedback and assess the needs of the end-users. Communicate status and needs of ongoing projects to District collaborators and constituents. **E**
11. 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**
12. Conduct system related training; develop user procedures, guidelines, and documentation. **E**
13. Promote positive approaches to HRIS to address business needs and solve problems; confer with the Information Technology Department, human resource staff, clients and District collaborators. **E**
14. Respond to questions and requests for information and assistance and provide specialized, technical, and procedural information regarding the interpretation and application of District policy, procedures, and practices as well as federal, state, and local laws. **E**
15. Perform related duties and responsibilities as required.

KNOWLEDGE, SKILLS, 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.
- System development life cycle processes.
- Principles and practices used in the design, development, and implementation of an integrated HRIS.
- 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.
- Pertinent federal, state, and local codes, laws, and regulations concerning various human resources programs including applicable sections of the State Education Code; working knowledge of state and federal employment laws.
- Basic principles and practices utilized in providing training.

Abilities and Skills to:

- Perform a variety of professional HRIS system analysis work.
- Organize and administer technical aspects of various District human resources programs, functions, and services.
- Plan and organize application design, implementation, and maintenance 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, express difficult concepts clearly in oral and written communications.
- Design, develop, and conduct effective training programs 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.

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- Exercise judgment, diplomacy, and discretion 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.
- Communicate and interact in situations requiring tact, instruction, persuasion, and counseling including conferences, group discussion, individual interviews, and negotiations.
- Plan and organize work to meet schedules and timelines; 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 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.
- 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

MINIMUM QUALIFICATIONS:

Bachelor's degree in computer sciences, information technology, business administration, public administration, or a closely related field; **AND**

Three (3) years of professional experience involving information systems assessment and development, implementation, improvement, maintenance, data management, and reporting.

PREFERRED QUALIFICATIONS:

Master's degree in computer sciences, IT, or other related fields.

Human Resources Analytics certification such as Human Resources Information Professional (HRIP), People Analytics HR Certification (PAHR), Human Resources Analytics Certificate (HRAC), or similar certification.

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 accommodation 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 a 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.

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

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

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