

CLASS SPECIFICATION
Human Resources System Specialist

FLSA Status: Covered
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, performs a variety of difficult and specialized paraprofessional and technical activities related to the use of Human Resource systems to accomplish HR business processes. Incumbents perform day to day operational functions, such as auditing transactions, processing adjustments, and answering questions from system users. Incumbents also have developmental/ problem resolution functions, which involve researching/investigating system and operational errors, gathering and documenting business requirements, making recommendations on business processes, and developing and executing test scripts for HR system changes. Functional areas include City-wide Position Management, Time Management, Organization Management, Personnel Administration, and/or other inter-related functions.

DISTINGUISHING CHARACTERISTICS

Human Resources System Specialists are BHR (Bureau of Human Resources) positions responsible for using SAP and business processes to provide time administration, personnel administration, organizational management, position control and/or other administrative support services to BHR and its customers.

SAP is an enterprise resource planning system that includes Human Capital Management (HCM) modules which encompass employee data and position management, organizational and reporting structures, time administration and complex payroll functions, and provides business analytics. BHR provides centralized support to the SAP system. Positions assigned to this class are typically assigned to one SAP HCM module and must have familiarity with all other HCM modules and the underlying City business rules and business requirements.

Positions assigned to this class are expected to research and analyze reported employee pay issues, document business processes, gather and document City business requirements, and translate business requirements into precise requirements for the EBS support team to configure changes. Incumbents are expected to make routine decisions consistent with appropriate policies, procedures and techniques. Supervision is received from a higher-level Human Resource professional who reviews work in progress and completed work for accuracy, technical adequacy and timeliness.

Human Resources System Specialist is distinguished from Human Resources Technician in that incumbents in the former class perform more Citywide support and have a greater focus on the impact of Citywide HR System across multiple HR/payroll functional areas, including SAP HCM modules. It is distinguished from the Business System Analyst and SAP Business System series by its day to day operational functions and the lack of system configuration duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Performs operational Human Resources functions within the SAP system such as position management, organization management, employee data management, time management and/or other inter-related functions; audits personnel, time entry and organization management transactions for compliance with rules, regulations and labor contracts; administers organization management and personal changes within SAP; processes employee quota payouts, step increases, mass updates and other routine data changes; coordinates off-cycle check requests with benefits, payroll and bureau.
2. Assists in the development and implementation of HR related business processes in support of the City's time administration, organizational management and personnel administration business requirements and compensation policies, according to City policy, labor contracts, and state wage and hour laws; ensures accurate data and efficient operation of these processes, and alignment with City business objectives and priorities.
3. Researches and analyzes data, pay results, and system behavior to support the City's HR/payroll related business processes and to identify problems and potential issues; evaluates alternatives and recommend solutions; develops action plans to execute solutions for review by Bureau senior management, documents all problems, decisions, solutions, and the implementation processes.
4. Researches and analyzes process changes to identify, clarify and document business requirements and detailed business scenarios which are used as the basis for SAP system changes; researches and recommends temporary or ongoing business process modifications of current systems to meet bureau needs; develops test scenarios and performs quality assurance testing prior to release of SAP changes.
5. Trains new and current SAP users in person or via remote access on how to input information into the system and get desired result; drafts agendas, training documents and material and presents information at user group trainings and support sessions.
6. Reads, understands and applies labor contracts and human resources rules and policies; provides clarification on the technical application of the rules to HR system users.
7. Attends to a variety of HR system administrative details; establishes and maintains confidential, subject, project, and specialized files; keeps both internal and Citywide reference documents up to date.
8. Serves on and attends City and bureau committees and meetings.
9. May coordinate the implementation of system updates and changes.
10. May provide lead work, direction, and guidance to professional or support staff.

MINIMUM QUALIFICATIONS

Knowledge of:

1. General functions, capabilities, characteristics and limitations of comprehensive human resources information systems.
2. Principles and practices of sound business communications.
3. Basic research, data collection, and documentation techniques, methods and procedures.
4. Basic principals and practices of project management.
5. Basic knowledge of payroll calculations and time and payroll results analysis.
6. Methods and techniques of analyzing and documenting business needs and developing both process and data systems solutions.
7. Standard PC software packages and advanced uses of word processing, spreadsheet, PowerPoint, graphics, database, and other software.
8. City human resources policies, labor contract provisions, and City pay practices and procedures.

Ability to:

1. Perform business process research and analyses and reach sound, logical conclusions regarding customer needs and business requirements.
2. Understand and apply the analysis of functional requirements to the development of systems proposals, specifications and recommendations for efficient, cost effective systems and technology solutions.
3. Communicate clearly and effectively orally and in writing to diverse audiences of technical and non-technical personnel.
4. Develop training presentation; explain business and system processes to small and large groups.
5. Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials.
6. Prepare and maintain a variety of records.
7. Read, understand, interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules, contracts, procedures and policies.
8. Exercise independent judgment and initiative within established guidelines.

9. Organize, set priorities, schedule assigned work, and exercise sound independent judgment within areas of responsibility; manage multiple and rapidly changing priorities.
10. Maintain confidential and sensitive information.
11. Exercise tact, discretion and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
12. Establish and maintain effective working relationships with bureau and City managers and supervisors, employees, employee and community organizations and others encountered in the course of work.
13. Analyze complex HR transactions that affect employee compensation and review and explain time and payroll results.
14. Develop and execute audit strategies to ensure data is accurate, consistent and compliant with rules and regulations.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and five years of increasingly responsible HR/Payroll related administrative experience including two years of experience with both a comprehensive human resources information system and in business process or systems analysis; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 02-01-12

Modified: 02-05-18 added coordination and lead duties