CAL POLY
SAN LUIS OBISPO

**Human Resources**
**POSITION DESCRIPTION (HR 120)**

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| **CLASSIFICATION:** | Confidential Administrative Support II | **DEPARTMENT:** | Human Resources |
| **WORKING TITLE:** | **Senior HRIS Analyst - Confidential** | **FLSA:** | Exempt |
| | | **INCUMBENT:** | |

**PURPOSE:**
The Human Resources (HR) department reports to the Sr Vice President for Administration and Finance. HR provides leadership and support for 1200+ staff and non-academic management employees in organizational development and effectiveness, position management and classification, recruitment and selection, employment, compensation, personnel policies and records, professional development, employee relations, labor relations/collective bargaining, performance management, succession planning, workplace violence prevention, employee recognition programs, HR information systems (HRIS), and employee information security. HR also manages comprehensive and integrated benefits administration, disability leave, fee waiver, volunteer and employment verification programs for 2500+ faculty, management and staff employees.

The Senior HRIS Analyst position resides in the HRIS area of the Human Resources department and supports and maintains the Human Resource Management System (HRMS), other systems used by Human Resources and infrastructure that interfaces with Human Resources. This position has strong functional knowledge of these systems and assists subject matter experts with ensuring data integrity of the systems, testing of system changes, report writing and analyzing workflow for process improvement opportunities. The Senior HRIS Analyst also supports upgrades, testing, complex data analyses and advanced reporting and, as such, requires an appropriate level of functionally-based technical and analytical skills. Major upcoming projects include HR/Student Administration split from the current shared Cal Poly PeopleSoft HCM database and consolidation of 23 CSU campus databases into CHRS (California State University (CSU) system-wide HR database) and upgrading the applicant tracking/recruiting system that includes the addition of an interface to PeopleSoft. This position will play a key role in these major initiatives as one of the primary functional team members.

**DUTIES AND RESPONSIBILITIES:**
The following examples of typical work activities are meant to illustrate the general range of work functions performed by the Senior HRIS Analyst; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

**ESSENTIAL JOB FUNCTIONS** Daily 95%

**General Functions:**
The Senior HRIS Analyst performs primarily systems-related work and collaborates in the continual optimization of HR operational processes, including:

**HR Systems:**
Collaborate with the HRIS Manager in identifying, prioritizing and planning HRIS objectives and projects. Lead production and upgrade activities: 1) for all HR information systems and 2) for the continual optimization of HR operational processes. Current applications include: PeopleSoft HCM, OBIEE data warehouse (PolyData), ImageNow content management, CIRS payroll reporting database, People Admin web based applicant tracking/recruiting software and Robohelp/Wiki help authoring software.

- Lead production analyst: Analyze/evaluate effects of maintenance releases and upgrades, assume leadership role in creation of test scripts and administration of testing plans, provide and coordinate recommended resolutions on potential issues, coordinate testing and approval for production, review and advise on integration issues, lead for periodic processes throughout the year.
    - Analyze policy bulletins and technical letters, recommend and implement required changes to reports, setup tables, setup table documentation and HRIS business processes.
    - Update users on new/changed functionality and procedures through communiques and/or training.

- Analyze and document various system software and data issues, recommend testing and propose solutions; report issues to central system administrator or vendor via incident reporting system or email, test fixes, implement solutions and clean up data.
    - Analyze integration issues between PeopleSoft HCM and other systems (e.g., PIMS state payroll database, Directory Server, data warehouse), and recommend solutions.
    - Conduct annual service award process for non-academic employees and coordinate with Academic Personnel.
- Lead project analyst: Explore and implement new applications and new modules/features. Develop innovative solutions and alternative uses of existing systems and tools. Collaborate with IT department on special projects.
    - Analyze upgrade and fix release notes, vendor documentation, and policy bulletins; recommend and coordinate testing procedures, process changes, interface concerns and potential business process changes as a result of the upgrades/fixes.
    - Develop project plans and logs to track action items, issues, conversions, and decisions; coordinate/lead business process design sessions to gather business requirements, evaluate application functionality, determine fit-gap, and recommend business process and/or technical changes.
    - Draft modification functional specifications, communicate requirements to developer, and test code.
    - Administer testing: develop testing plan, test scenarios and test scripts to accurately assess output against expected results; coordinate development and testing of test cases; and record and report test results.
    - Participate in conversion activities, including data clean-up.
    - Participate in development of recommendations and/or specifications for output based on high level requests for information including requests for bargaining unit information as it relates to contract provisions
    - Review, analyze and lead development of user business procedures and processes designed to increase user accuracy,efficiency and effectiveness of systems to functional users and managers. Create or update business process documents (workflows, entry/ processing guides, reference guides). Train users.
- Security coordinator:
    - Design, develop, update security permissions and roles; develop, document and implement security protocols and procedures.
    - Facilitate CMS access requests: Collaborate with other campus security coordinators and ITS to ensure consistent security models and update the Service Request System (SRS) to meet access requests requirements.
    - Evaluate user access requests and prescribe appropriate roles/access types; devise methods for monitoring appropriate access.
    - Design self-service portlets in the Cal Poly Portal. Submit specifications to ITS – Portal Group to implement or update portlets. Test and revise as needed.
    - Adhere to information security policies in accessing, securing and protecting confidential and sensitive information.
    - Review and process requests for Department Security Tree updates; coordinate with department submitting request and Budget & Analytic Business Services; analyze requests for impacts to Employee movement, Reports To position updates for affected employees, and Manager position on the Department Table.
    - Coordinate access requests for CIRS (data warehouse for PIMS data). Complete annual security audit and obtain renewed security agreements.
- Primary HR liaison with various campus and CSU entities:
    - Student Administration (SA) on shared use of Campus Community: Collaborate with SA Lead on upgrades and modifications (will include the CHRS project), configure system setup, and resolve issues arising from the shared HR and SA database.
    - Campus departments on identity management/duplicate ID issues, including Student Administration departments, ITS, ASI, Corporation, Academic Personnel and Payroll Services.

    - Payroll Services: Primary contact for student payroll and issues related to interface between PeopleSoft and the Student Pay System, student bio demo data, and Reports To tracking.
    - CMS Operations Group: Receive CMS Program Director updates and discuss CMS-related matters, such as upgrades, maintenance packs and modifications, instance management, systems issues, and security. Give updates and feedback on HR requirements.
    - HUG subcommittees and task groups: Receive CMS updates; discuss best practices and issues; gather Cal Poly requirements and provide feedback.
- HRIS imaging functional lead: with technical administrator, develop strategy and lead efforts for imaging of documents for new program areas; design, create, document rules for, and maintain folders and document types; update workflow queue security; troubleshoot and resolve system problems; recommend and document program area workflow processes; develop and implement document workflow; maintain document type references and scanning business process guides; coordinate ownership and access to documents and workflow processes with Payroll Services and Academic Personnel.
- Records management: plan, schedule and conduct archiving and destruction of imaged and paper documents; devise tracking methods; query to identify documents and coordinate activities for archiving and destruction; develop retention guidelines. Respond to risk self-assessment audits.
- HR query developer: Using a variety of reporting tools, develop/update queries for periodic auditing of data integrity. Analyze ad hoc report requests; ensure adherence to privacy guidelines. Design/update end user dashboard queries and online references. Train users on query tools, tables, field definitions and dashboards.
- CSU/Agency Audits: Complete annual/periodic audit requirement on behalf of the University. As requested, identify and generate appropriate data extracts, collect program documentation and submit to auditors within stated deadlines; request clarifications and communicate limitations as needed. Meet with auditors to describe security and business processes and respond to inquiries.
- Work with Academic Personnel HRIS Analyst to become familiar with processes, procedures and reporting standards; provide backup/assistance to Academic Personnel as needed for HRIS functions.
- HRIS lead/supervisor: This position may oversee day-to-day HRIS program operations and provide lead work direction to other HRIS employees in the future.

**Reporting and Metrics:**

- Develop/update queries for data integrity audits, business process requirements and enhancements, and troubleshooting.
- Evaluate ad hoc report requests from campus departments to ensure adherence to privacy and security guidelines; determine best data source and reporting tool and complete data request.
- Advise/train internal and external users on PolyData dashboards and reporting tables. Evaluate PolyData problems or unmet needs resulting from software changes or new requirements. Recommend new or modified fields and/or new or modified dashboards. Design/provide specifications to ITS, validate changes, update security (including creation of new roles), update guides, and communicate changes to users.
- Recommend and develop effective metrics to demonstrate campus employment trends, department workload impacts, and service level indicators.
- Research, analyze and develop a variety of reports, spreadsheets and confidential material using PeopleSoft HCM, PolyData and CIRS to be used to meet organizational requirements and departmental operational needs including, but not limited to, eligibility lists, periodic evaluations, salary comparisons and information to be used in collective bargaining negotiations and meetings.
- Provide confidential analyses to senior managers for requests such as labor negotiation impact on business processes, effect of confidential/sensitive salary changes and effect of policy changes.
- Evaluate, analyze, gather data and prepare reports to respond to collective bargaining and public formal requests for information.

**Employment:**

- Advise others on a variety of complex personnel actions as they relate to PeopleSoft entry, data integrity, reporting and effect on other campus systems. Apply knowledge of employment practices when developing best business practices and maintaining system configuration.
- Process and/or lead compensation and other mass updates to employee data; identify policy requirements; load batch update; research, discuss and resolve discrepancies.
- Analyze CSU policy bulletins and recommend required changes to reports, setup and business processes. Participate in implementing changed requirements.
- Assist in maintaining employment online help manual via Robohelp, Wiki or comparable software.

**OTHER JOB FUNCTIONS** As Needed 5%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

**MINIMUM QUALIFICATIONS:**

EDUCATION AND EXPERIENCE:
Equivalent to graduation from a four-year college or university. Three years of technical or administrative experience. A graduate degree in a related field may be substituted for one year of the required experience. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS:
None

**REQUIRED QUALIFICATIONS (SKAs):**

The ideal candidate is an innovative thinker and problem solver and must be comfortable with change and passionate about data and systems that support and drive the business forward.

- Advanced functional working knowledge of enterprise information systems (preferably HR), reporting software, and large scale database practices, including a strong understanding of system tables, data integrity management and integration between modules and other databases and systems.
- Advanced knowledge of information systems policies, guidelines, problems and practices (preferably HR) in a large institutional or business entity.
- Expertise in analyzing processes and software capabilities in order to develop efficient/effective work processes that relate to current software and information systems.
- Affinity for technology and ability to adapt to, learn and master new technology quickly.
- Ability to train others in the use of technology.
- Strong ability to independently research and evaluate complex software functionality from technical documentation and exercise appreciable judgment, diplomacy, and discretion in the development and implementation of practices and procedures.
- Ability to understand HRIS problems from a broad, interactive perspective and develop strategic solutions.
- Ability to interpret and apply complex CSU/University policies, Memorandum of Understanding, State Controller and Chancellor Office regulations as they relate to HRIS functions
- Demonstrated ability to lead project implementation teams in understanding objectives, gathering requirements and issues, evaluating and arriving at solutions, completing tasks and action items, and meeting project deadlines.
- Advanced analytical skills including ability to analyze and address problems using reasoning and the interpretation and application of a wide variety of policies and procedures to develop and recommend alternatives and propose best courses of action.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines with full accountability for results; strong ability to independently plan, organize, prioritize and accomplish multiple and shifting work objectives and meet deadlines with a high level of productivity and accuracy/attention to detail.

- Demonstrated ability to interpret, apply and explain to others a variety of complex and/or frequently changing policies, rules and procedures.
- Demonstrated ability to effectively perform work of a highly sensitive and confidential nature which requires access to information that directly relates to collective bargaining negotiations or management strategies.
- Demonstrated ability to identify and make recommendations for process improvement and/or development of business process workflow.
- Proficiency in using standard office software packages such as word processing, spreadsheets, databases, and electronic mail and calendaring systems.
- Strong working knowledge of and expertise in complex spreadsheet applications and knowledge of complex algebraic, logical and statistical computations.
- Extensive expertise in applying advanced systems knowledge to complex programs and business processes and in providing innovative solutions.
- Demonstrated consultative skills in working with internal and external constituent groups and handling of situations of a potentially sensitive and/or confidential nature.
- Affinity for accomplishing work objectives in a team as well as independently.
- Demonstrated ability to exercise a high level of tact, good judgment, discretion and diplomacy, and establish and maintain cooperative working relationships with a diverse population, including co-workers, students, management, faculty, and off campus entities.
- Strong proficiency in writing clear and concise reports, guides, and correspondence of a technical nature. Ability to effectively present ideas and concepts in written or presentation format and use consultative and facilitation skills to gain consensus.
- Thorough mastery and knowledge of English grammar, punctuation, and spelling.
- Strong ability to take initiative and to independently prioritize and coordinate multiple and shifting work objectives and meet deadlines.
- Strong organizational skills and ability to work with a high level of productivity and accuracy/attention to detail.
- Demonstrated ability to gain a working knowledge of the university's organization, policies and practices.
- Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.
- Strong ability to comprehend the integration within and between HR modules and other campus databases and systems to ensure proper flow of data and data integrity.
- Demonstrated expertise in advanced data reporting skills and the ability to query from and combine data from multiple sources.

**Preferred Qualifications (SKAs)**

- Three or more years of human resources experience.
- Three or more years of analytical experience of a technical nature.
- Working knowledge of PeopleSoft HR software.
- CSU HRIS analyst experience.
- Bachelor’s degree.

**SPECIAL CONDITIONS:**

- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to work extended hours, occasional holidays, and adjust working hours to meet organizational needs.
- Must will willing to travel and attend training programs off-site for occasional professional development.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).