COUNTY OF SOLANO

CLASS SPECIFICATION

HUMAN RESOURCES INFORMATION SYSTEM/PROCESS ANALYST I/II

Effective Date: 09/24/2024

CLASS SUMMARY:

HRIS/Process Analyst I

Under general supervision, is expected to become familiarized with County processes, to perform a variety of technical level duties to implement, maintain, troubleshoot, and update the Human Resources Information Systems (HRIS) and related databases and acts as liaison between technical support staff and system end users. In coordination with department staff, reviews and analyzes department processes for efficiency and designs workflows and other graphics to memorialize processes.

HRIS/Process Analyst II

Under general direction, performs a variety of technical level duties to implement, maintain, troubleshoot, and update the HRIS and related databases and acts as a liaison between technical support staff and system end users. In coordination with department staff, reviews and analyzes department processes for efficiency and designs workflows and other graphics to memorialize processes.

This is a single position class located in the Department of Human Resources requiring journey to advanced operational knowledge and experience with the HRIS and related databases that support human resources activities including the applicant tracking system. The incumbent ensures data integrity, trains system users, tests system modifications and updates, creates queries, provides data analysis, generates reports and documentation, provides guidance to various professional and support staff, and creates diagrams, documentation and other graphics to illustrate process workflows.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from other **Human Resources** and **Technology** classes by its focus on overseeing, coordinating, and maintaining the County's Human Resources technology systems (e.g. applicant tracking, personnel, etc.).

The HRIS/Process Analyst I differs from the HRIS/Process Analyst II in that the latter is expected to perform assigned duties in an independent manner and receive only occasional instruction or assistance as new or unusual situations arise. This position is flexibly staffed; incumbents hired at the journey level are expected to gain the advanced skills required to promote to advanced level within the second year following appointment.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by the Benefits Manager, but may receive direction from the Human Resources Director, Assistant Director or designee.
- No direct supervision is exercised over others, rather technical and functional lead direction is provided to all departmental HRIS users.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

Coordinates and oversees the Human Resources' departmentwide HRIS and subsystems, by:

- Overseeing the department's daily system administration such as troubleshooting system issues and coordinating resolutions with IT and end users and coordinating new software installation, updates, and upgrades.
- Ensuring end users are provided appropriate levels of system access across all HRIS platforms.
- Evaluating human resource systems to identify points of improvement and system problems; performing diagnostic tests, proposing resolutions; working with IT staff to implement modifications and upgrades to applications, modules, and systems; and coordinating efforts with vendors.
- Creating and verifying ad hoc queries, generating reports and providing analysis of data via narrative, spreadsheets, pivot tables, and charts.
- Reconciling and maintaining position control systems.
- Tracking negotiation documentation for wages and implementing provisions including but not limited to negotiated salary increases, special pays, benefit plan changes, etc. within agreed implementation dates.
- Maintaining and updating benefit rate tables during the annual open enrollment period and when new plans are implemented.
- Identifying and recommending custom functions and documentation tools such as queries, filters, and reports; and working with IT staff to develop and implement.
- Coordinating tasks such as hardware installation, network wiring, and jack installation.

Supports critical HRIS maintenance and operational tasks, by:

- Interpreting and implementing pertinent laws, ordinances, regulations, policies, and procedures to identify impacts on the HRIS and to expedite recruitment activities, as well as processing benefits and personnel transactions.
- Consulting with department management and staff to determine short- and long-term department and system goals and objectives; reviewing memorandum of understanding (MOU) language and business process changes; and recommending new and/or enhancements to the existing systems.
- Establishing standards, protocols, and access methods for department-specific systems.

Serves as the functional lead and subject matter expert for departmentwide human resources information and applicant tracking systems, by:

- Providing service, training, and technical support to department users on the day-to-day information processing operations.
- Collaborating with IT staff, department users, and management to plan, modify, and/or specify customizations for human resources information systems.
- Developing training documentation and tools for business processes and system configurations.

- Analyzing and interpreting technical and functional system information; and translating and communicating to end users in a manner that is easily understood.
- Tracking upgrades in new releases of HRIS software; creating test scripts, coordinating testing, and educating end users on new functionality; and coordinating with other departments to implement new functionality upon request.
- Serving as the technical point of contact for other departments regarding HRIS issues and processes, data systems design, utilization, and troubleshooting.
- Serving as a key liaison with third parties and other stakeholders.
- Acting as a subject matter expert during negotiations and meet and confer sessions as requested.
- Keeping current of technological advancements and trends in the HRIS field through ongoing training, professional organizations, networking, and documentation review.

Ensures Human Resources Department processes are captured, by:

- Coordinating the review and analysis of departmental processes with division stakeholders to understand process workflow and look for efficiencies in processes.
- Designing process documents, flowcharts, diagrams, or other graphics to document current workflows.
- Maintaining and updating process changes or new processes.
- Designing brochures, flyers, postcards, and other documents for internal and external use.
- Assisting in the development, administration and evaluation of electronic surveys to capture department progress on implemented process changes both externally and internally.

Represents the Human Resources Department, by:

- Collaborating with technical staff from other departments, e.g., Auditor-Controller and Information Technology, on the integration, system linkages, operation, modification, and administration of the HRIS and applicant tracking system.
- Representing the department in County information technology meetings.
- Working with representatives from other departments to help guide County information technology policies and procedures.

Performs other duties of a similar nature and level as assigned.

EDUCATION AND EXPERIENCE:

Education: Bachelor's degree from an accredited college or university with major in Management Information Systems, Information Technology, Systems Analysis, Network Management, Human Resources, Business Administration, or a field closely related to the intent of the class.

HRIS Analyst I Experience:

Pattern 1:   One (1) year of full-time experience providing technical support to users with complex human resources information systems including business process analysis, maintenance, and

operations; legacy troubleshooting; problem resolution; and reviewing business processes and communicating user requirements/problems to vendors and/or statewide systems.

Pattern 2: Two (2) years of full-time paraprofessional and technical experience in the areas of payroll, hiring, recruitment and selection, compensation, classification, benefits, safety, training and development, labor relations, and/or performance management systems, including 6 months experience running reports and performing administrator level functions in one or more of these systems.

HRIS Analyst II Experience:

Pattern 1: Two (2) years of full-time experience providing technical support to users with complex human resources information systems including business process analysis, maintenance, and operations; legacy troubleshooting; problem resolution; and reviewing business processes and communicating user requirements/problems to vendors and/or statewide systems.

Pattern 2: Three (3) years of full-time paraprofessional and technical experience in the areas of payroll, hiring, recruitment and selection, compensation, classification, benefits, safety, training and development, labor relations, and/or performance management systems, including 1 year experience running reports and performing administrator level functions in one or more of these systems.

Note 1: Full-time experience demonstrating the ability to perform technical and/or professional duties in the areas of business systems analysis, human resources/personnel programs, applications development and implementation, and/or database administration/analysis with an emphasis on Human Resource Information Systems may be substituted for required education on a year-for-year basis (2,080 hours of paid experience equals one year of education).

Note 2: Public sector experience is highly desirable and will be considered in the selection process.

Note 3: Professional certifications from recognized accrediting entities, e.g., the Human Resources Information Program (HRIP) certification offered by the International Association of Human Resources Information Management (IHRIM), are highly desirable and will be considered in the selection process.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Incumbents may be required to possess a valid California Driver's License, Class C and a satisfactory driving record.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

• Pertinent federal, state, and local laws, codes, and regulations governing employment law and human resources activities.

- Standard organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Operations, services, concepts, terms, and activities common to managing comprehensive and specialized (limited scope) human resources information systems and information technology systems, including but not limited to: applicant tracking, hiring, transfers, promotions, and transfers; benefits processing; position control; performance management and workforce planning and management.
- Public Sector human resources information systems, applicant tracking and/or benefits systems.
- Computer hardware and software, operating systems, workflow processes, direct access techniques and remote processing.
- Operations, methods and techniques of testing, troubleshooting, problem solving, and maintaining desktop computers, local and wide area network systems, and communication system hardware and software.
- System engineering, object-oriented design, information risk and security guidelines, and system/software development lifecycles.
- Research and modeling techniques and analytical and statistical methods.
- Database management and analysis.
- Security design and evaluation.
- Advanced Excel functionality and relational databases.
- Principles, methods, and trends of human resources administration including payroll and time entry, salary and benefits administration, safety, performance management, public retirement systems, labor and employee relations, training, classification, and fair employment practice.
- Project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Records and database management.
- Problem solving methods and techniques.
- Procedures for developing and maintaining end-user documentation, workflow documents, brochures and flyers.
- Training methods and techniques for explaining information systems concepts and procedures to non-technical users.
- Techniques in survey development, administration and evaluation.
- English grammar, usage, and syntax; communication skills and techniques for data collection and the preparation of written or oral reports.
- Methods and techniques used in customer service, public relations, and conflict resolution.
- Principles of lead supervision and training.

Skill and/or Ability to:

- Coordinate department-wide human resources computer and network information systems.
- Interpret and apply county, state and federal laws, codes, regulations, guidelines, and memoranda of understanding governing human resources activities.
- Interpret and explain pertinent County and Department policies and procedures.
- Communicate technical and operational system information and ideas to end users who possess varying degrees of system and technology knowledge.

- Serve as the point of conduct for users' questions.
- Translate business objectives and user needs into written technical requirements and implement them into existing systems.
- Conduct human resources software implementation projects and information system deployment (installation, configuration, testing, debugging, and troubleshooting,), support, maintenance, and training.
- Customize new commercial and internally developed application software.
- Review, analyze, and recommend technical system solutions to human resource system issues.
- Prepare and maintain a variety of written communications including correspondence, technical reports and documents, and operational procedures.
- Prepare and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Develop statistical reports and queries.
- Create and design a variety of graphical, workflow and other process documents, including surveys.
- Perform a variety of technical and specialized tasks and functions in an independent, competent, and timely manner.
- Organize and manage multiple projects with conflicting priorities and deadlines and perform a variety of work assignments.
- Work independently and as a cooperative, contributing team member.
- Work with sensitive, confidential, and protected records and information and maintain data confidentiality per pertinent laws/regulations.
- Recognize administrative, operational, and technical problems; use analytical skills to evaluate data and information; draw valid conclusions; take appropriate actions and/or make appropriate recommendations.
- Apply independent judgment and decision-making in the process of problem resolution.
- Determine the appropriate courses of action in stressful and/or emergency situations.
- Adapt quickly to changes in policies, procedures, assignments, and work locations.
- Establish and maintain cooperative, effective working relationships with human resources staff and representatives from other departments, outside agencies, product and service vendors, customers, and the public.
- Represent the office in meetings with representatives from various County and non-County organizations and businesses.
- Use modern office equipment including computers and related software applications.

PHYSICAL REQUIREMENTS:

Mobility and Dexterity: Incumbents stoop, kneel, reach, stand, walk, finger, grasp, feel (i.e., sense of touch), and perform repetitive motion.

Lifting, Carrying, Pushing and Pulling: Incumbents exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Vision: Incumbents must have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe data, view a computer terminal, read, etc. and distinguish between different colors.

Hearing/Talking: Incumbents must perceive the nature of sounds at normal speaking levels, with or without correction; receive detailed information through oral communication; and communicate to express or exchange ideas.

WORKING CONDITIONS:

Office Work: Incumbents in this class often work in an office setting.

Working Alone: Incumbents may work on night shifts and/or on weekends; working alone for extended periods of time.

OTHER REQUIREMENTS:

Criminal History and Background Checks:

- The County may conduct a criminal history check on the candidate who has accepted a conditional offer of employment, that includes but is not limited to, the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI) and from any city/county/jurisdiction where the candidate has lived, worked, or gone to school. For the purpose of accessing criminal history information the candidate will be fingerprinted. A subsequent arrest notification may be obtained.
- The County may conduct, prior to appointment, employment and reference checks which may include personal and professional reference checks, credit history checks where authorized by the Labor Code Section 1024.5, social security number verification, professional/license/registration verification, military service information, and driving history.

Information obtained during these checks will be considered by the appointing authority in the selection process. In obtaining such information, the County will comply with applicable consent and disclosure practices in the Fair Credit Reporting Act and the California Investigative Consumer Reporting Agencies Act.

Independent Travel: Incumbents may be required to perform duties at alternative worksites requiring the ability to obtain reliable transportation.

Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 09/11/2024
- Date Adopted by the Board of Supervisors: 09/24/2024
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 39201C, 39303C