



## IDENTIFICATION

Department	Position Title	
Finance	Developer, HR Systems	
Position Number(s)	Community	Division/Region(s)
15-1359, 11713	Yellowknife	Informatics Shared Services

## PURPOSE OF THE POSITION

This position provides specialized technical advice and support to ensure the effective, uninterrupted operation of all implemented modules in the GNWT's human resource information system (PeopleSoft), the Department of Human Resources Internet and intranet sites, and other government human resource applications and software. Responsibilities are carried out in accordance with industry standards, policies and procedures to ensure effective and efficient system performance.

## SCOPE

Reporting to the Manager, HRIS, the incumbent works closely with the Technical Lead, HR Systems and another Developer to provide system analysis, programming, support and maintenance for the government-wide Human Resource Information System, websites and other human resource applications and software. The incumbent also supports implementation of additional modules and upgrades of the PeopleSoft program. The HRIS supports all pay, benefits and recruitment activity within the GNWT and is the source of human resource reporting.

System failure or delay has a direct impact on the ability of other human resource staff to carry out their jobs in support of clients. The scheduling or quality of work performed by the incumbent can have a direct impact in the delivery of pay and benefits services to all GNWT staff.

The incumbent makes decisions on issues related to report generation and works with other technical staff on internal design and programming such as the arrangement of the system, content of programs, coding techniques to be employed, use of common routines and utilities and the nature of the testing required.

## **RESPONSIBILITIES**

### **1. System Maintenance and Support**

**Incumbent is responsible for providing technical support to all functioning government-wide human resource systems. This includes the HRIS modules and the DHR web sites;**

- Troubleshooting and analysis of both database and application software problems as reported by the Functional Analysts or end users. This includes both production and test environments. Analysis of Change Requests and detailed specifications as provided by the Functional Analysts including estimates for time and effort for completion of work.
- Development and modification of all PeopleSoft environments. Structured Query Reports (SQR's), Crystal Reports, People Tools objects including PeopleCode (PeopleSoft's exclusive programming language), Application Engine programs, COBOL programs, and Oracle database objects through SQL+ due to emergency updates and fixes.
- Walkthroughs of all programming designs and code with the Functional Analysts and application and initial testing of development or corrective action as required. Documentation of each project. Development of queries against all databases, data mover, process scheduler and other PeopleSoft utilities.
- Assists in upgrades to the PeopleSoft system.
- Development and updating of HR web sites, including intranet and Internet sites.
- Development, implementation and updating of other programs, software or databases used within Human Resources.
- Maintenance of Version Control on any changed SQR's, Queries, COBOL and PeopleSoft Objects.
- Development and maintenance of system interface and electronic files. These interfaces are developed based on conforming to specifications requested by third party clients. (i.e. SAM, Superannuation, Green Shield).
- Migration of development and modification projects from development databases into the functional testing environment and, once accepted by management, migration of projects to the production accounts.
- Communication and coordination of database management requirements with technical staff at Public Works and Services. This includes daily reviews of system backup logs, database size and extent reports, tuning recommendations and application response times. Coordination of work effort and re-freshes of databases is required. Provides application-specific technical support for disaster recovery procedures to bring applications back on-line effectively, which requires close coordination with the database administrator at Public Works and Services.
- Technical support to users for remote printing, PC installations and Local Area
- Network and file server installations or upgrades.
- Maintain and Configure Helpdesk System, Public DHR website /Internal
- SharePoint sites and ID Flow System.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.

- Provide support and make recommendations on user created applications which include a number of MS-Access databases, and ID Flow.

## **2. System Design and Development**

**Provision of system design and development services for planning, changes to systems, development of further functionality and upgrades to current versions.**

**Systems Study and Evaluation:**

- Assistance with analysis of current systems, planning for data conversion requirements and analysis of information requirements.
- Analyze data contained in the corporate database and identify data integrity issues with existing and proposed systems and implement solutions.
- Provide technical expertise and recommendations in assessing new IT software projects and initiatives to support and enhance our existing systems.
- Identify opportunities that can improve efficiency of business processes.
- Participation in the development of project scope including development and analysis of information requirements, preparing estimates of order of magnitude, and evaluation of feasibility.
- Participation with the Functional Analysts in the formal review of the system design and evaluation with end users.

**Project and System Procedure Design:**

- Assistance with preparation of design documents including decomposition of the programming project into sub-systems, preparation of flow charts, logic descriptions of sub -systems, data management descriptions and illustrative output for Functional Analysts' review.
- Conducting walkthroughs with users and Functional Analysts of the system design and evaluation.
- Defining computer procedures into program steps, evaluating procedures for operating requirements, and developing technical programming specifications.

**Programming and Testing:**

- Develop adjustments to existing HRIS, including testing of the program for compliance to specifications, efficiency of the programs, minimal impact on the base system, and ease of system use and ongoing maintenance.
- Development adjustments to other HR programs, including testing of the program for compliance to specifications, efficiency of the programs, minimal impact on the base system, and ease of system use and ongoing maintenance
- Participation in system testing including the installation of systems procedures, the education of Functional Analysts in the use of particular procedures, the preparation of test data and the actual tests, and participation in the review of test results to ensure all specifications and requirements are met.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Proven knowledge, skill and ability in IS development, programming production and technical environments
- Proven knowledge, skill and ability in system analysis and problem solving
- Knowledge of standard microcomputer desktop applications and installation of client / server applications on multiple operating systems and platforms.
- Strong analytical and problem solving skills.
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities;
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high pressure on-call environment with changing priorities.
- Ability to organize, communicate effectively and think and act in a logical manner.
- Ability to translate written specifications into computer programs and programs into written procedures
- Knowledge of client-server applications, SQL Server, UNIX | Oracle systems, as well as large-scale core administrative computing systems
- Knowledge of programming languages such as: COBOL, SQR, Oracle SOL+, PeopleCode, Application Designer, PeopleTools, Process Scheduler and Application Server programming languages and tools as well as other Windows related software.
- Knowledge of Web Development languages such as: C#, VB, JavaScript, AJAX, HTML, XML, CSS, and understanding of design standards and methods.
- Knowledge of Operating systems: NT, Windows, DOS and UNIX.
- Basic understanding of UNIX and standard commands.
- Ability to work within an environment of constant technological change, multiple high priorities and tight deadlines.

### **Typically, the above qualifications would be attained by:**

These skills are usually obtained with a relevant degree with three years of programming experience in basic COBOL and two years of programming experience including web tools. Experience with PeopleCode, PeopleTools, SQR is required. Incumbent must engage in continuing education in application tools and components used in development and product maintenance.

## **WORKING CONDITIONS**

(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

### **Physical Demands**

No unusual physical demands.

### **Environmental Conditions**

No unusual environmental conditions.

### **Sensory Demands**

There is intense prolonged need for sensory attention while troubleshooting, reviewing and analyzing data and information. Eyestrain and back discomfort are common problems.

### **Mental Demands**

At times of implementation of new functionality, upgrades to software or implantation of changes due to collective bargaining, the incumbent is required to occasionally work very long hours in order to meet deadlines. This can cause a significant disruption in the incumbent's lifestyle.

## **ADDITIONAL REQUIREMENTS**

### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

