



IDENTIFICATION

Department	Position Title	
Finance	Lead Trainer and Systems Data Analyst	
Position Number(s)	Community	Division/Region(s)
15-11714	Yellowknife	Informatics Shared Services

PURPOSE OF THE POSITION

The Lead Trainer and Systems Data Analyst is responsible for the research, development, and delivery of training on the PeopleSoft HRIS system. Duties include developing a comprehensive and high quality training structure for the entire system; coordinating and delivering Human Resource Systems training for all GNWT employees relative to self-service and key users based on job responsibilities.

The position is also responsible for data analysis, data quality, systems support and resolves functional issues for clients within HR, Finance and GNWT user community.

SCOPE

Located in Yellowknife and reporting to the Manager, Human Resource Information Systems (HRIS), the incumbent works closely with key department/division stakeholders to ensure the timely delivery of training for all human resource systems users on all module applications used in the delivery of human resource services. The incumbent must ensure all training material contains the appropriate content and is appropriate for the target group. This is carried out in a manner that accommodates the needs of the departments, the knowledge and skill levels of the participants, and recognizes the specific challenges of training for those in more isolated locations where additional, on-site support is limited. As new HRIS PeopleSoft functionality is implemented, the incumbent will be responsible for determining the impact on the current training plans and develop new or modify existing training as required.

The PeopleSoft HRIS systems contains integrated modules for position management, benefits administration, time and labour, human resources, recruitment, self-service, performance management and payroll. As well, additional systems and databases are in place to capture information on training needs, exit interviews, student employment and other areas of human resource practice.

As human resource practices evolve and change, there is a strong need to develop effective and simple systems solutions that can support effective service delivery and can address user needs for accurate, consistent information. With systems in place, users must be trained to effectively use the systems and to make full use of all features in order to comply with practices and policies outlined in the UNW and NWTTA Collective Agreement, Excluded Employees Handbook, and Public Service Act. With regular turnover and modifications, revisions, upgrades, and the implementation of additional functionality to the systems on a regular basis, the training specialist must ensure new users are capable and competent to use the necessary systems within their existing environment, with minimal impact or disruption, and that ongoing support is available for existing users., This will include analysis of the impact on current business processes, user skill levels, developing and implementing new processes and/or roles to accommodate system changes.

The position is responsible for an annual training plan to support departmental goals and objectives to increase the overall competency of system users.

RESPONSIBILITIES

1. Core responsibilities include developing materials, coordinating logistics, and delivering HRIS related training across the HRIS end-user community.

- Prepares and updates course material and other informational material to assist users in effectively using Human Resource systems. This includes development and delivery of new material or supplementary training for new modules or new functionality being implemented.
- Prepares all training materials through UPK (User Productivity Kit) with and without assistance from functional or technical resources.
- Identifies training needs for systems users and liaises with departmental representatives.
- Coordinates systems training needs including group training, individual start-up training for users and remedial training as required and ensures timely and effective delivery of training to all users of Human Resource systems.
- Works with systems technical and business analysts to deliver advanced systems training and delivers supplementary training for users to address systems changes.

- Co-ordinates advanced systems training for systems developers and business analysts.
- Coordinates the development of training data and ensures the appropriate security is provided for training events.
- Development of assessment tools for key user training to identify areas for improvement.

2. For HRIS ongoing operations, responsible for developing plans and specifications for business systems design and ensures that systems standards are met and service levels are established.

- Consults with the Functional Lead as necessary during the development, testing, and implementation of new modules or system enhancements.
- Works with end-users and departments as issues arise to understand their business needs to determine how people, processes, data, communications, and technology can best accomplish improvements for the business issues.
- Identifies data integrity issues and offers suggestions for implementing solutions.
- Provides alternative solutions and recommendations to complex business problems and works with the Systems Team to determine a satisfactory approach and recommendation for senior management approval.
- Develops functional design specifications documents, including analysis of any regulatory requirements for use in developing technical documentation.
- Works with Technical personnel in the analysis, design, and development of technical specifications documents, which describes any necessary technical modifications, by providing business/functional insight into the technical change to ensure that the requirements are accurately reflected.
- Participates in the verification and testing of any necessary modifications through the development and execution of testing plans and scenarios. This involves developing test scripts and test data, then physically conducting 'Unit' Tests of the specific change and 'Integration' testing of the change as part of an end-to-end process. Coordinating 'User Acceptance' testing with end-users, ensuring test databases are available and ready, assisting the end-user as necessary to conduct readiness testing for sign off by the business community.
- Resolve help desk tickets by finding suitable solutions, implementing the solution and closing approximately 50 Help Desk Tickets per month. The typical issues are: Correcting employee data that occurred over 365 days in the past to ensure data integrity in the system such as time/leave adjustments; Monitoring and delegating time approvals, resolving issues with queries; Conducting analysis for report alterations/ additions/enhancements; and, Researching and resolving system errors and incidents.

3. Other Related Duties

- Monitors user issues through analysis of helpdesk tickets and other user feedback and develops training solutions to meet those needs, including updates to existing course material to reflect feedback from users.
- Mentors regional coaches in support of the business process.
- Participates in other HRIS operational and project initiatives as required. This includes developing criteria, scenarios, and scripts for system testing, assisting with implementation support, responding to help desk requests, assisting with communications, and developing and delivering training.
- Maintains other systems, and develops training material for other systems that are currently within the mandate of ISS.
- Developing content and maintaining system-specific areas of the Department of Finance website in order to ensure relevant and updated information is available to the user community in a timely manner.
- Assists with the development of HRIS communications.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent client service orientation.
- Excellent ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Excellent human relation skills consistent with the need to supervise a number of employees and to provide effective human management of those employees.
- Excellent organizational and time management skills.
- Excellent working knowledge of computerized applications, Microsoft applications, i.e., Word, PowerPoint, Excel, internet and email applications.
- Proven knowledge of Acts, Regulations, and procedures applicable to human resources and payroll.
- Excellent understanding of HRIS, PeopleSoft, and User Productivity Kit
- Excellent problem-solving skills.
- Excellent training skills.
- Proven analytical and research skills.
- Experience with change management in a government environment
- Excellent understanding of organizational culture
- Ability to identify and engage key influencers and stakeholders

- Is well respected and credible in the organizations
- Proven understanding of GNWT human resources business processes
- Excellent documentation skills to create training materials
- Proven ability to work under pressure
- Proven ability to work in a fast paced environment
- Proven ability to function in a rapidly changing environment
- Proven ability to work independently and be a self starter
- Proven ability to work on several demanding issues/projects concurrently

Typically, the above qualifications would be attained by:

The knowledge skills and duties detailed above would be normally obtained through a relevant Bachelor degree, directly related work experience, and coupled with 4 years of relevant systems experience attained through working in various Human Resource divisions. Specialized training is required in PeopleSoft and other systems applications such as UPK (User Productivity Kit) which may be used to develop and deliver future training.

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

May have to facilitate the transportation of 2 large cases containing the portable training lab which may involve moving them short distances using wheeled dollies.

Environmental Conditions

No unusual environmental conditions – Some travel to regions where there may be weather delays dependent on the time of year.

Sensory Demands

No unusual sensory demands

Mental Demands

No unusual mental demands

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