IDENTIFICATION

Department	Position Title	
Finance	Manager, HR Systems	
Position Number(s)	**Community**	**Division/Region(s)**
00001376	Yellowknife	Informatics Shared Services

PURPOSE OF THE POSITION

This position manages the design, development and operation of the Government's Human Resource Information System and other human resource information systems tools to support the effective management of the Government's human resources. This role includes:

I. working co-operatively to identify the needs of the organization, clients, and end users;
II. the development and implementation of solutions to address those needs;
III. systems management and data administration, including end user systems training.

This position works closely with management and staff of the Technical Service Centre (TSC) responsible for server support and ongoing IT development in the GNWT.

SCOPE

Reporting to the Director, Informatics Shared Services, the incumbent is responsible for the management of 7 staff, including a Functional Lead, 2 Functional Analysts, a HR Systems Training and Change Specialist, a Technical Lead, and 2 Developers.

The HRIS contains integrated modules for position management, benefits administration, time and labour, human resources, recruitment, and payroll. As well, additional systems and databases are in place to support HR such as SharePoint, the Help Desk, DHR Web site, and ID Flow System.

For the HRIS and other systems solutions, the section is responsible for systems operations, maintenance and development, the operation of production systems, and end user support and training for more than 5500 end users in 10 remote locations. The incumbent is responsible for ensuring the systems meet legislative requirements and the business needs of the GNWT identified by Senior Managers and end users. Systems requirements are impacted by collective agreements, handbooks, policies, guidelines

and human resource legislation.

The incumbent is responsible for directing the development and implementation of projects for HR systems including new system modules, large system development or change projects, and system changes due to new collective agreements, policy or legislation.

An understanding of the objectives and future direction of the GNWT in the human resource area is required in order for the incumbent to ensure the system remains current. Particular care and attention is required in relation to software upgrades and customizations to ensure continued support from PeopleSoft and to ensure customization is avoided wherever possible. Customizations can result in hundreds of thousands of additional dollars in costs to the GNWT during future upgrades and increases the complexity of both minor and major system changes required to support the system on an ongoing basis.

The position must also ensure that appropriate policy is developed and implemented to support the systems in such areas as security, business process change, upgrades and benefit/pay procedures.

RESPONSIBILITIES

1. **Manages the operation, maintenance and development of the Human Resource Management System.**

   - Working with management and end users identifies current and future system needs, including functionality, modules, reports and options for major and minor system changes.
   - Approves all standards, guidelines, directives, procedures and test plans to be used in the analysis, design, development, testing and implementation of software and modifications.
   - Maintains current and up-to-date databases for all modifications completed or required including expected effort, staff assigned, priority, current status and expected completion to ensure readily available for planning and prioritization requirements.
   - Develops detailed project plans, including time and order-of magnitude estimates, for implementation of medium to large projects including upgrades, new functionality implementations and large system changes due to collective agreements or legislation.
   - Ensures regular system audits are carried out to determine integrity of data and users and to determine the effectiveness and accuracy of the system.
   - Signs off on all testing completed before movement of objects and code to the production account ensuring that all components of the system perform as designed in the functional specifications and that the system meets user expectations.

- Provides expertise for the analysis of client's requirements for external services (such as to SAM). Monitors and evaluates service performance and recommends improvements to services.
- Works closely with the Human Resource Services management team to identity the criticality of requests for system changes.
- Works with Senior Management to set priorities for system changes (major and minor), report requests and the fixing of major system problems.
- Identifies and analyzes implementation issues and new opportunities for the automation and re-engineering of human resource business practices and procedures.
- Works proactively to anticipate the processing / information needs of the system users, including regular meetings with end users and Senior Management.
- Ensures planning for software development fits into the GNWT Business Plan, the SDLC and the direction of the GNWT over the short to med-term (5-10 years in the future).
- Maintains quality control in communications related to the system and system changes to staff and a complex, varied user community.
- Reviews all HRIS information posted to the DHR / Finance Website.
- Provides information for the collective bargaining process, including the system and cost impacts of proposed GNWT and union proposals. As part of the process identifies where proposed changes may have an adverse effect on the system or the users and provides alternative solutions or work-a-rounds.

2. **Manages the security, integrity and stability of the HRIS and other human resource support systems.**

- Ensures proper security policy, practice and capability is in place and followed for access to the system and the extraction of data from the system. Signs off on regular security audits ensuring any problems or potential problems are dealt with immediately and appropriately.
- Ensures adequate and reliable database management support is in place and available at all times by ensuring database management staff are fully trained and kept advised of all impending cycles or work that may have an impact on the database.
- Negotiates and administers contracts with consulting firms to provide database management, technical and other work. This includes drafting contracts, monitoring performance of contractors and ensuring accuracy and appropriateness of invoicing.

3. **Manages the development and delivery of effective user training, documentation and support services.**
- Develops and implements a training strategy aimed at a complex / widespread user community, which meets the requirements for ongoing operation of all HRIS components.

- Manages the flow of system modification and tables information to the manuals writers and trainers to ensure all information is included in documentation and training.
- Ensures appropriate and timely training is available on a regular basis to meet the operational needs of human resource service providers and other key users (such as staff doing time and labour entry).
- Approves final versions of all System User and Operating Manuals to ensure consistent, accurate and high quality material is produced.
- Analyzes results of regular Client Satisfaction Surveys and plans for changes arising from those results.
- Develops reviews and approves communication plans and documents to ensure effective and timely communication of systems issues and changes between staff and a complex, varied user community.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven client service orientation.
- Proven ability to communicate, both orally and in writing, with senior managers, technical staff, and other employees.
- Proven human relation skills consistent with the need to supervise a number of employees and to provide effective human management of those employees.
- Proven communications and human relations skills consistent with creating a positive relationship with end users and IT staff in other parts of Government.
- Proven project management skills.
- Proven organizational and time management skills.
- Proven working knowledge of computerized spreadsheets and human resource applications.
- Proven knowledge of Acts, Regulations, and procedures applicable to human resources and payroll.
- Proven ability to interpret and disseminate information from collective agreements and legislation.

Typically, the above qualifications would be attained by:

This is normally obtained through a relevant Bachelor degree coupled with 6 years in a relevant field, including at least 3 years as a Functional Analyst or Developer.

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

No unusual sensory demands

Mental Demands

At times of implementation of new functionality, upgrades to software, implementation of changes due to collective bargaining, or at calendar year end the incumbent is required to work very long and unusual hours in order to meet deadlines. This occurs 3-4 times per year.

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