



## IDENTIFICATION

Department	Position Title	
Finance	Functional Lead, HR Systems	
Position Number(s)	Community	Division/Region(s)
15-6350	Yellowknife	Informatics Shared Services

## PURPOSE OF THE POSITION

The Functional Lead, HRIS Systems is responsible for providing functional support, requirements definition, design and implementation services for the PeopleSoft Human Resource Information System. Additionally the Functional Lead supports the entire business user community (Government of the Northwest Territories (GNWT), NWT Housing Corporation (NWT HC), Health Boards and Education Councils), by engaging and understanding their business needs and targeting system enhancements, business process changes, and analysis that provide the best possible information for tracking, reporting and planning their activities. The incumbent coordinates the day to day activities of the Functional Analysts to ensure consistency and uniformity in output of business solutions.

The incumbent must ensure coordination and training of any system changes to make certain user training materials and documentation are updated to reflect those changes.

## SCOPE

Located in Yellowknife and reporting to the Manager, Human Resource Information Systems, the incumbent is part of a systems team that provides application development and support services to a variety of users. These users depend on the integrity and availability of the application systems, including the business functionality provided by the applications, and data collected and used through them.

The incumbent participates in design, development, and enhancement projects to implement technology solutions that support the strategic direction of government, and policies and practices that affect the business processes. The incumbent is required to design common solutions to address user needs within the context of the governing business rules. The position works with the user community to define business requirements and to design, implement and upgrade PeopleSoft. To accomplish this the incumbent will mentor and work with other members of the team, departments, and

occasionally contractors to ensure they have a full understanding to: oversee or develop functional specifications; provide the oversight and or direct input into the design; test system functionality; ensure quality and standards meet defined expectations; and produce documentation or deliverables in support of the team activities.

The position is involved with the development of new and innovative approaches to information and process management and must anticipate and react to emerging information requirements to support new policy initiatives and business requirements. The incumbent is required to have an in depth knowledge of the legislation and policy that impact GNWT business processes and assess viability of any proposed or required changes.

The HRIS contains integrated modules for Position Management, Benefits Administration, Time and Labor, Human Resources, Payroll, Recruitment and Self Service for 550Q plus users. As well, helpdesk, SharePoint, and other additional systems and databases are in place to capture information on other areas of human resource practice.

The incumbent provides advice and recommendations in the development of major functional and technical enhancements and coordinates the implementation of new and approved modules across the GNWT. The incumbent is responsible for identifying opportunities to reduce customizations and maximize the system capabilities.

## **RESPONSIBILITIES**

### **1. In conjunction with the user community, the position leads the provision of functional design and support for system updates and changes.**

- oversees and assesses business requirements,
- investigates information flows and processes,
- identifies opportunities for business process redesign,
- undertakes impact analyses for alternatives, and,
- develops and proposes system and process solutions to the systems team and then senior management for approval

### **2. Responsible for developing plans and specifications for business systems design and ensures that systems standards are met and service levels are established.**

- 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,

- provides alternative solutions and recommendations to complex business problems and issues and works with the Systems Team to determine a satisfactory approach and recommendation for senior management approval
- develops the functional design specifications document, including an analysis of any regulatory requirements, to be used to develop the technical specifications document,
- works with Technical personnel in the analysis, design, and development of the technical specifications document, which describes any necessary technical modifications, by providing business insight into the technical change to ensure that the business requirements are accurately reflected, as outlined in the functional design specifications.

### **3. Responsible for Ensuring that all aspects of the System are fully tested.**

- Participates in, leads, and coordinates, 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. Next coordinating 'User Acceptance' testing with end-users, ensuring test databases are available and ready, assisting the end-user as necessary in conducting the test, and obtaining their sign-off approving the completed change.
- Once the change is accepted by the end-user, approval is requested from senior management to implement the change into the Production Database.

### **4. Responsible for administering systems security and adding security as requested.**

- this work involves deep knowledge of the three components of PeopleSoft security; user profiles, roles, and permission lists. Before administering security, research and analysis must be completed to ensure the access being requested is appropriate, conforms to Segregation of Duties, is applicable to the job the employee is doing, and is approved at the Director level.
- creating user profiles for new employees based on their position/job attributes which defines the individual users of the PeopleSoft system. This involves entering a set of data describing a particular user, including information such as e-mail address, language code, and password. Then assigning process profiles, row-level security or business unit security at the User Profile level. User Profiles are then linked to Roles to grant access to specific areas within the PeopleSoft application.
- setting up new roles or altering existing roles as defined by the business, which are assigned to User Profiles. A role can be defined as an applicant, an employee, a finance manager, a client service manager, or a payroll clerk, etc.,. Multiple roles can be assigned to a single User Profile and allows the mixing and matching of

access to various components in the PeopleSoft application dependent upon the job that the employee has or is expected to do. Permission lists are assigned to roles.

- Create new or alter existing permissions and assigning to roles. Permission lists are the lowest level of PeopleSoft Security. This level grants access to PeopleSoft components, pages, PeopleTools, reports, and sign-on times. Also, such actions as Add, Update/Display and Correction are assigned here.
- Conducting research and analysis to define out of scope requests, that is those requests for security access, that is not predefined or are out of the ordinary, and forwarding to the responsible Director, and the Director Strategy and Policy for approval.
- Removal of all access to the PeopleSoft application upon the employees termination of employment.

**5. Responsible for coordinating and assigning Help Desk tickets within the functional team.**

- each of the Functional Team, the lead and the two analysts, research, find a suitable solution, implement the solution and close, 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; Updating approvals security allowing the appropriate manager access to their employees to approve time; Researching and resolving issues with queries; Conducting analysis for report alterations/additions/enhancements; and, Researching and resolving system errors and incidents.
- the lead coordinates and assigns Help Desk tickets to appropriate Functional Team members by considering the type of issue, along with the analysts' business area strengths and their current workload, and,
- provides guidance and advice to the analysts as necessary to ensure tickets are completed in a timely manner and issues are resolved to the client's satisfaction.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Proven knowledge of Acts, Regulations and procedures applicable to Human Resources and Payroll, Labour Relations, Benefits, Time and Labour, and Recruitment
- Strong ability to translate business requirements into system requirements
- Ability to work with user community to elicit system requirements and ability to lead functional design activities
- Strong analysis and problem solving skills with focus on attention to detail
- Ability to respond quickly to changing priorities.
- Strong verbal and written communication skills, including the ability to listen to business concerns and translate those for technical team
- Strong orientation for data integrity, security, and quality control,
- Ability to work independently as well as contribute effectively in a team environment
- Ability to drive tasks from identification to resolution, collaborate with other team members, and foster a team atmosphere,
- Must demonstrate professional maturity, possessing the ability to influence decisions of others and express views in a productive, and diplomatic manner.
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities
- Proven working knowledge of computerized spreadsheets and Human Resource applications
- Proven ability to be flexible and work both independently and in a team environment, in a high pressure on-call environment with changing priorities, and direction.

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

- a relevant Degree coupled with;
- a Minimum of 5 years experience as a Human Resources practitioner, ideally in the areas of Payroll, Benefits, Data Management, and/or Recruiting Services.
- a Minimum of 7 years functional experience working with the PeopleSoft application on all applicable modules
- a Minimum of 5 years PeopleSoft query writing experience
- a Minimum of 5 years of PeopleSoft HCM data and data modeling experience
- experience with simple sequel language, application designer and People Tools.
- experience with Microsoft Office tools, such as Outlook, Excel, Word, PowerPoint, and Visio.
- experience with functional design of system enhancements and experience supporting a complex system.
- experience in the development and implementation of standards, procedures and guidelines to support operational processes.
- experience working with application security.

## **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 and fiscal year end, the incumbent is required to work very long and unusual hours in order to meet deadlines. This occurs a minimum of 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