

## HUMAN RESOURCES INFORMATION SYSTEMS (HRIS) ANALYST

### JOB DESCRIPTION

**Classification Responsibilities:** This class performs a variety of complex technical and professional duties in providing information systems analysis work and software support for the Human Resources Department. Technical duties involve: acting as liaison with the Department of Innovation and Technology (DoIT); performing basic Human Resources Management (HRM) Advantage programming, basic system analysis, and design specification; customizing, writing, and analyzing reports for projects, performance measurement, and monthly, quarterly, and annual reporting; researching and analyzing data errors; making necessary system and design changes; conducting end-user training and assistance; ensuring adherence to standards; working with division members and other City departments to analyze the potential for automation through specialized programming; providing assistance in resolving Advantage operational problems; and serving on teams related to HRM Advantage for upgrades and other system issues. For the Personnel Assignment, the position monitors system security and has responsibility for system transactions (changes, terminations, etc.). This class performs related duties as required.

**Distinguishing Features:** Decisions require the application of laws and regulations, and interpretation of personnel rules. This class has authority over assigned programs within legal guidelines. Work is performed under general supervision, but initiative and discretion are permitted and encouraged. Supervision is received by an Information Systems Coordinator or Assistant Benefits Administrator. This class is FLSA exempt-professional.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Human Resources, Computer Science, or related field. Good (1 - 3 years) experience in computer programming and systems analysis and design.

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualification.** HRM Advantage experience is highly desirable.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with employees and management to answer questions, inquire about needs, and explain system abilities. Trains system users in a classroom or individual setting. Prepares written documents with clearly organized thoughts and using proper sentence construction, punctuation, and grammar in order to create policies, revise or create forms, respond to inquiries, confer with the City Attorney's office, assess performance, make recommendations, and create training materials. Prepares

documentation of system requirements, system security guidelines, training manuals, and user documentation. Communicates with the Payroll office and Information Technology (IT) employees in a liaison role. Participates in and coordinates teams to implement new software, upgrade current programs, and represent Human Resources interests in IT projects. Challenges business processes to identify what information and customizations are necessary for the process.

**Manual/Physical:** Reviews the work products of others to ensure compliance with standards (Personnel Rules, system procedures, management policies). Operates a personal computer (PC) to write emails, process personnel transactions, run reports, design reports, test, diagnose problems, and debug systems. Maintains position management information. Maintains the HRM Advantage system including: assembling and generating personnel or benefits related statistics, writing reports using InfoAdvantage, and maintaining tables that interface with payroll. Maintains pay plans, and classification and compensation tables (*Personnel Assignment*). Maintains Benefits related tables (*Benefits Assignment*). Creates forms, policies, and other written material. Attends product demonstrations, seminars, user group meetings, and conferences. Participates on list-serves with other HRM Advantage users.

**Mental:** Reviews Human Resources systems and operations, analyzes the potential for automation through specialized programming, and recommends and implements appropriate automated procedures and systems. Calculates pay schedule and employee adjustments for fiscal year changes (*Personnel Assignment*). Troubleshoots HRM Advantage problems and resolves inquiries. Functions as central contact for Human Resources data requests (*Personnel Assignment*). Creates reports from HRM Advantage on a regular and ad hoc basis as management inquiries arise about various counts or statistics. Researches and analyzes discrepancies regarding employee pay, changes, position management, security, and compliance with policies and regulations (*Personnel Assignment*). Learns job-related material through on-the-job training and through conferences and classes. Reviews batch process to ensure proper running. Reviews customization requests to determine necessity or create alternatives. Diagnoses incident reports to determine whether there is a user error or process problem. Creates methods for performance measurement. Prioritizes service requests for Human Resources needs. Gathers and documents requirements, testing, and signoff. Works to expand functionality of HRM Advantage by marketing, benchmarking, and reporting on return-on-investment queries.

**Knowledge/Skills/Abilities:**

Knowledge of:

basic security fundamentals;  
basic auditing fundamentals;  
basic security administration;  
basic troubleshooting;  
basic computer information systems and information technology terminology, concepts, and industry standards;  
system analysis and design; and  
research techniques and methods of presentation.

Skill in:

troubleshooting computer software problems; and  
managing systems development projects.

Ability to:

analyze customer needs and systems accurately and logically, and implement improvements;  
maintain confidentiality requirements for security issues;  
process security-related forms;  
troubleshoot security-related problems;  
demonstrate analytical reasoning;  
communicate with and instruct others using technical and non-technical language, to explain subjects  
and processes;  
learn new technologies through study and training;  
operate from goals and objectives without specific task assignments;  
prioritize tasks and multi-task assignments;  
compile data for special and periodic reports;  
maintain complex records and/or databases, and prepare accurate reports from such records;  
interpret and make decisions conforming to regulations and policies; and  
establish and maintain effective working relationships with Human Resources staff, IT staff, team  
members, and customers.

The duties listed above are intended only as general illustrations of the various types of work that may  
be performed. Specific statements of duties not included does not exclude them from the position if the  
work is similar, related, or a logical assignment to the position. Job descriptions are subject to change  
by the City as the needs of the City and requirements of the job change.

Revised 5/24

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 47-200

PAY GRADE: 52

IND-8810

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