

HUMAN RESOURCES/TECHNOLOGY SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing technical expertise and analytical support in the administration of human resources (HR) business processes and systems. The work involves specialized functions of varying complexity and, as such, requires a broad understanding of HR business disciplines and best practices such as recruitment, benefits, compensation, regulatory compliance, etc., and their interdependencies. The incumbent actively participates in the implementation and management of human resources software products, including the development of guidelines, and the complete life cycle of reports, solutions and interfaces. The work is performed under the general supervision of a higher-level employee with wide leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision may be exercised over the work of other employees involved in a project or outside contractors. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supports HR operations and day-to-day business activities, as per established standard operating procedures (SOPs), and in accordance with rules, laws and regulations;

Contributes to SOP and workflow development, maintains internal controls that guarantee compliance and consistency and actively participates in resolving procedural issues;

Responsible for HR technology resources and software, including research and development, evaluating existing systems, identifying enhancements and/or new solutions, and driving improvement initiatives, including systems integration;

Participates in the evaluation of products and vendors for new technologies to be used;

Maximizes HR technology utilization to reduce manual processes and oversees annual maintenance procedures;

Responsible for information management and data integrity, including root cause analysis;

Addresses accuracy issues and optimizes data quality by conducting periodic audits and tests of systems and databases;

Sustains standard global processes and ensures governance of HR data;

Creates and maintains a variety of reports, queries and exports;

Develops a dashboard of HR metrics that is presented to senior leadership on a monthly, quarterly and annual basis;

Provides guidance and training to team members and management on technical processes, systems and tools;

Collaborates with recruitment and employee benefits specialists to support employee lifecycle activities, from new hire procedures (on-boarding and orientation) to employee off-boarding procedures;

Maintain Office of Personnel web pages, including training videos and FAQ's.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of human resources technology principles and practices; good knowledge of computer and web-based human resources software applications; good knowledge of computerized systems management; good knowledge of human resources laws, rules and regulations; working knowledge of current human resources programming development languages; ability to prepare reports and queries; ability to disseminate information of a complex nature to others; ability to understand and interpret statistical reports; ability to establish and maintain effective working relationships with others; ability to communicate effectively both orally and in writing; ability to maintain accurate and complete records and reports; resourcefulness; tact; courtesy; good judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Public Administration, Human Resources, Information Systems, Computer Science or closely related field and one (1) year of full-time paid or its part-time equivalent experience in human resources information technology administration including basic human resources programming development languages; **OR**
- B. Graduation from an accredited college or university with an Associate's Degree in Business Administration, Public Administration, Human Resources, Information Systems, Computer Science or closely related field and three (3) years of full-time paid or its part-time equivalent experience in human resources information technology administration including basic human resources programming development languages; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid or its part-time equivalent experience in human resources information technology administration including basic human resources programming development languages; **OR**
- D. An equivalent combination of training and experience as indicated above.

ULSTER COUNTY
3604 HM RS/T SP
Classification: Competitive
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Adopted: November 15, 2021