

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CONFIDENTIAL POSITION

JCN:265
RANGE: 168
EXEMPT

HUMAN RESOURCES SOLUTIONS DEVELOPER

BASIC FUNCTION:

Under the direction of the Chief Human Resources Officer, lead technology solutions development to meet the needs of the Credentials, Human Resources, Teacher Induction departments and users of HR information systems; develop custom software applications to automate and streamline department processes in collaboration with Information Systems & Technology (IS&T) department; lead a small team to perform various HR systems functions; train and provide work direction, guidance, coaching and oversight to assigned personnel; serve as a lead liaison between the Human Resources (HR) Division and Information Systems & Technology (IS&T) Department.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Communicate with county office personnel, school districts and outside agencies to request data, exchange information and resolve issues and/or concerns.
- Develop and maintain custom software applications for the purposes of automation of division processes, collective bargaining and confidential queries; ensure that such applications are secure and sustainable.
- Develop custom software applications to enhance HR Division processes in collaboration with IS&T, such as recruitment, interview, selection, orientation, employment, attendance reporting, compensation, labor negotiations, benefits, credentialing, induction and other applicable HR functions.
- Develop and oversee training plans and training documents for HR Division services utilizing HR systems.
- Establish guidelines and best practices for HR data collection, security and reporting practices.
- Establish timelines and priorities for software development and data processing projects in conjunction with administration and IS&T.
- Facilitate new initiatives to support division and county office-wide programs, which may include video production and graphic design.
- Lead a small team in performing a variety of specialized HR duties in data collection, reporting, and systems support.
- Maintain familiarity with all computer systems used in the division, utilizing them as needed, evaluating their effectiveness and making recommendations for enhancements.
- Maintain familiarity of current software development techniques and tools for the FileMaker platform and other applicable technologies.
- Oversee the process of troubleshooting technical issues related to the use of the HR systems; coordinate the creation of queries to select and compile information from the HR systems, as needed; oversee investigation of problems and development of detailed recommendations for collective bargaining and resolution of issues.
- Provide project support from design through implementation of HR systems; identify, track, monitor and communicate to assigned personnel the progress of HR Division system projects and upgrades.
- Provide training and technical support to Human Resources (HR) system users; ensure user understanding of new and modified system applications; receive and respond to user requests and complaints regarding system problems, malfunctions, issues and concerns;

- assist users with maintaining automated records and generating computerized reports as directed.
- Respond to inquiries by HR Division staff and others; determine best possible manner to approach and resolve concerns/suggestions; work to provide positive, collaborative public relations and represent the organization and HR Division by consistently maintaining cooperative and effective working relationships with others.
 - Serve as a technical resource concerning Human Resources systems and technology; conduct workshops as assigned; attend and participate in a variety of meetings and in-services, as assigned.
 - Serve as a lead liaison between the Human Resources (HR) Division and Information Systems & Technology (IS&T) Department to provide systems support and analysis and to leverage technology solutions to meet the needs of the HR Division and users of HR systems.
 - Support Chief Human Resources Officer with data reporting and analysis to craft proposals for collective bargaining unit agreements and/or respond to public record requests with discretion and confidentiality.
 - Train and provide work direction, guidance, coaching, and oversight to assigned personnel as directed; provide input concerning employee interviews and evaluations as requested; identify and attend professional development and provide on-going related training and directions in support of assigned systems personnel.
 - Utilize design and development tools; design concepts; interpret project specifications; prepare design documents; meet usability requirements.
 - Work with assigned personnel to assess needs for various HR functions; assist in identifying and analyzing options and recommend process enhancements to applications including but not limited to, SharePoint, Laserfiche, and various HR database management systems.
 - Work with HR Division in the development of project scope of work documents and project plans; participate in meetings regarding HR Division technology needs and information systems applications.
 - Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
 - Comply with schedules, policies, regulations, procedures, orders and directives of the County Superintendent.
 - Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
 - Maintain a safe work environment.
 - Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
 - Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
 - Serve as a technical resource concerning assigned program, function or instructional area.
 - Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Ability to work a flexible schedule as assigned.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel may be required for training within California.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- 5+ years of experience developing in the FileMaker Platform.
- Bargaining Unit Agreements, contract negotiations and salary schedules.
- Considerable ability to develop and maintain effective working relationships.
- Considerable ability to follow complex oral and written instructions.
- JSON, cURL, ODBC and SQL.
- Knowledge of computer operations and computer systems analysis.
- Relational database design and data security.
- Strong analytical/problem solving skills.
- User interface standards and design concepts.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Define problems, collect data, establish facts and draw valid conclusions.
- Design custom applications to meet HR Division needs, enhance technology performance and provide for system enhancements.
- Demonstrate excellent leadership, communication, written and verbal presentation skills.
- Demonstrate strong analytical and problem-solving capabilities.
- Interpret a complex variety of technical instructions and deal with several abstract and concrete variables.
- Interpret customer and market needs into product features and functions that benefit customers and provide a competitive advantage.
- Maintain current knowledge of technological advances in the field.
- Maintain knowledge of enterprise HR software applications preferably ERP, Project Management, Asset Management or Collaboration solutions.
- Maintain records and prepare reports, business correspondence and procedure manuals.
- Make complex decisions in accordance with division policies and procedures.
- Meet schedules and timelines.
- Operate computers and peripheral equipment properly and efficiently.
- Plan and organize work.
- Provide leadership and direction to system users concerning computer system applications, operations and malfunctions.
- Serve as a technical resource to the HR Division personnel concerning the operation of assigned computer systems.
- Think logically in solving assigned problems and present recommendations with clarity in written and graphic form.
- Train HR Division staff and others of the technology resources with diplomacy, courtesy, discretion and confidentiality.
- Troubleshoot, and resolve application defects.
- Understand and follow oral and written instructions.
- Work independently with little direction and balance multiple priorities.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.

- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- Bachelor's degree in Business Administration, Computer Science or related field.
- Master's degree preferred.

EXPERIENCE:

- Five years increasingly responsible experience with applicable business systems and systems analysis.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.
- FileMaker Certification preferred.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2019