

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CONFIDENTIAL POSITION

JCN: 257
RANGE: 154
NON-EXEMPT

HUMAN RESOURCES SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of the Assistant Superintendent, Human Resources, provide systems support and analysis through technology solutions to meet the needs of the Human Resources (HR) Division and users of HR information systems as assigned; work with assigned personnel to assess needs for various HR functions; assist in identifying and analyzing options and recommend process enhancements; prepare reports needed by the HR Division and users of HR information.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist as editor/publisher for the HR Division website to ensure timely, accurate, informative, creative content is posted and available for internal and external users; create human resources division website layout/user interface by using standard practices; integrate data from various back-end services and databases; consult with county office personnel and assigned departments to determine web design and content.
- Assist HR Division in the creation of queries to select and compile information from the HR system, as needed for internal and collective bargaining unit agreements; investigate problems and develop detailed suggestions for resolution of issues.
- Assist in developing training plans and training documents; assist in training HR Division and others on utilizing HR systems.
- Assist with the development and integration of custom technology-based solutions to enhance the efficiency of human resource related services; assist in writing well designed, efficient code by using best software development practices.
- Assist Assistant Superintendent, Human Resources, and county office administration with technical data analysis for the purposes of preparing tentative bargaining unit agreements; provide data and information to administration for use in negotiations; maintain confidential queries, records and databases as assigned.
- Communicate with county office personnel, school districts and outside agencies to request data, exchange information and resolve issues and/or concerns.
- Compose and distribute a variety of divisional and program correspondence such as letters, memoranda, newsletters, calendars, forms, applications, and flyers as assigned; process and evaluate various forms and applications.
- Establish timelines and priorities for data processing projects; ensure mandated reports are completed and distributed to appropriate governmental agencies or personnel according to established timelines and procedures.
- Generate innovative human resource software solutions based on approved standards in collaboration with the Human Resources Solutions Developer and Information Systems and Technology.
- Input and update a wide variety of data into assigned computer systems; establish and maintain various automated records and files as assigned; initiate queries and develop spreadsheets; generate and print a variety of mandated and requested computerized reports; ensure accuracy of input and output data; process and generate a variety of purchasing forms and documents as assigned.
- Maintain familiarity with all computer systems used in the division and utilizing them as needed.
- Modify existing human resource programs to enhance functionality; integrate new software

and revise programs as necessary to ensure adaptation with existing computer systems; gather and refine specifications and requirements based on technical needs.

- Participate in the development of system enhancements related to recruitment, selection, orientation, employment, attendance reporting, compensation, labor negotiations, benefits and other applicable HR functions as assigned.
- Perform a variety of specialized duties in troubleshooting, maintenance, support and enhancement of software and related technology intended for use by county office personnel in a variety of scenarios, via Internet (web) and/or an intranet and employment web-enabled curriculum, browser-based forms, and other related applications.
- 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 systems support and analysis to leverage technology solutions to meet the needs of HR Division users of HR systems; 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.
- 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.
- Review, provide data and recommendations to ensure compliance with all applicable laws, regulations, policies and provisions of collective bargaining unit agreements.
- Serve as a technical resource as assigned concerning Human Resources systems and technology; conduct workshops as assigned; attend and participate in a variety of meetings and in-services as assigned.
- Train and provide assistance to HR Division, school districts and other agency partners concerning computer system applications, operations and functions as assigned; receive and respond to user telephone calls; provide information concerning related standards, requirements and procedures.
- 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 as assigned.
- 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.
- Keyboarding at an acceptable rate to complete reports and correspondence required by the position.
- 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:

- Bargaining Unit Contracts and salary schedules.
- Develop and maintain effective working relationships.
- Follow complex oral and written instructions.
- Strong analytical/problem solving skills.
- 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:

- Assemble, organize and prepare data for records and reports.
- Generate a range of alternative solutions to identified problems or needs and develop logical and persuasive recommendations.
- Initiate queries, manipulate data and develop spreadsheets.
- Maintain confidentiality of sensitive and privileged information.
- Make routine decisions in accordance with division policies and procedures.
- Meet schedules and timelines.
- Operate computers and peripheral equipment properly and efficiently.
- Perform a variety of technical data management duties involved in the operation of an assigned computer system to maintain automated records and generate a variety of computerized reports.
- Plan and organize work.
- Review and verify input and output data to ensure accuracy and efficiency.
- Train HR Division staff and others of the technology resources with diplomacy, courtesy, discretion and confidentiality.
- 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.
- 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 minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in Business Administration, Computer Technology, or related field preferred.

EXPERIENCE:

- Three years increasingly responsible experience in computer operations, data management and reporting, or related field.

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 may be required at time of hire and throughout employment with the County Superintendent.

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: 08/01/2010

Revised: 07/01/2012; 05/30/2023; 06/15/2017; 10/01/2017; 05/08/2019; 07/01/2022