

STAFF ASSISTANT (HUMAN RESOURCES SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and located in the Department of Human Resources, an incumbent of this position provides systems maintenance support to the department's numerous human resources systems and applications. Responsibilities include maintaining in-house software applications; updating the department's website, participating in the enhancement and upgrade of system applications and operating systems, and the implementation of hardware moves. Other work include supporting training programs such as performance management and new employee orientation, and participating in the administration of initiatives geared towards countywide implementation. While supervision is not normally a responsibility of this position, an incumbent may serve as project leader and provide direction and guidance to support staff as needed. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the maintenance of county-wide Human Resources Information systems, such as AMS, On-Base, Time and Leave; the Examination System, Continuous Recruitment testing programs, Background Check and Employee ID card systems; the web-based candidate application system, and various departmental applications such as Tuition Reimbursement and Compliance Training;

Resolves customer service complaints or issues regarding systems and/or applications;

Serves as back-up to the department's liaison to the Department of Information Technology and third-party vendors in conveying the department's automated systems needs; identifying and resolving system and/or software application problems;

Participates in working with third-party vendors and professional staff from the Department of Information Technology on issues affecting in-house departmental applications, as well as on issues affecting county-wide systems, such as OnBase and the HR Advantage systems, affecting a broad spectrum of county transactions;

Updates and maintains the department's web-site to ensure information is accurate and in compliance with ADA regulations, and that format is consistent as prescribed by the County Executive's Communication's office;

Provides support and assistance for training programs such as performance management and new employee orientation including reviewing data, equipment set-up or problem solving of application or equipment issues as needed;

Tests programs to ensure that system enhancements are in sync with existing systems; works with staff to ensure that user needs are met and conveys problems to direct supervisor for resolution and to ensure the smooth operation of the office with regard to information systems;

Arranges system security access for new and existing departmental employees;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

May assist departmental staff in preparing queries and reports from application systems by determining the required elements of the query/report and then demonstrating the use of specific applications so the user can work independently;

May assist all HR units for specific projects or initiatives, as needed;

Operates, monitors and manages automated equipment to ensure data is processed according to program instructions and with a minimum of errors or malfunctions;

Evaluates new reporting requirements and develops modifications to existing information systems to satisfy these requirements;

Provides training and technical assistance to in-house users to help ensure smooth workflow and develop employee skills;

Reviews user manuals and system applications, and may suggest revisions to accomplish operational objectives;

Consults with department staff regarding all aspects of information systems; reports staff feedback regarding specific applications or systems as needed to address questions or operational issues;

Works with departmental managers and staff to evaluate the issues experienced with system applications in order to further assist the Department of Information Technology and third party vendors in the customization and enhancement of same;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree* and one year of experience where the primary function of the position was the support and configuration of web-based office software and business application software; or (b) five years of experience as defined in (a) above.

NOTE: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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Job Class Code: C3299
Job Group: VIII