

MAJOR FUNCTION

This is technical support work that functions as the strategic partner between the home and end user community and the Technical and Innovation Department (TI) staff that support PeopleSoft and Kronos Enterprise Resource Planning (ERP) Systems. Provides day to day functional support to end users that use the financial (FIN) and human resource (HR) management systems. Initiates and coordinates the development, implementation and maintenance of financial and human resource management systems, programs, policies and procedures that serve the City's workforce. Performs work in coordination with other ERP team members under the direction of the Manager-Financials Services responsible for the ERP functional team. Performance is reviewed through reports, conferences, feedback from customers and observations of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Assists end users with technical support, solicits ideas for system improvements and ensures adoption and ease of use. Initiates the creation of step-by-step user guides; review and update training materials ensuring its accuracy. Assists with system testing; provides tool training and user support. Assists financial and HR staff with day to day system related functions. Assists other ERP team members with system administration for the Kronos timekeeping system including running reports to monitor and audit timekeeping entries and edits and using tools to make Kronos configuration changes when necessary. Assists in the testing of PS/Kronos enhancements to verify functionality prior to end user testing. Provides reporting support to end users and department managers. Support home teams in the performance of routine quality checks to ensure data accuracy and system health. Performs related systems work as required.

Other Important Duties

Serves on teams and committees as needed. Attends training and conferences. Performs related work as required. Support of Kronos devices and kiosks, driving is necessary to perform this task.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of financial and/or human resources management best practices, trends, and issues. Considerable knowledge of applicable federal and state laws, rules and regulations. Considerable knowledge writing system documentation, system specifications/requirements/presentations, studies, report, and training materials. Considerable knowledge of system testing best practices and methodologies. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in the use of microcomputers and the associated software programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associate's degree and one year of operational and/or technical experience supporting PeopleSoft Financials and/or HRMS Systems; or three years of experience either in financial or human resource operations, such as accounting, payroll, recruitment, compensation or computer systems analysis, or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 11-06-17

Revised: 05-09-19