

HRIS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this position is responsible for managing procedures related to information systems support within the Department of Human Resources, including system design, implementation, troubleshooting, training, and equipment acquisition. In addition, this position develops and maintains the departmental website, develops workflow analyses to facilitate the automation and integration of manual processes, and assists in the development and administration of automated County-wide Human Resource initiatives and pilot programs. Responsibilities also involve maintaining regular contact with administrative staff in other sections of the Department to ensure that systems and equipment are functioning properly, ensuring the accuracy and appropriateness of data to be transmitted to the Department's website and serving as a liaison with Information Technology staff on all technical support issues. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Participates in meetings with management and administrative staff to analyze existing systems and policies and recommends new procedures and/or revisions in order to ensure maximum utilization of current and/or future resources;

Evaluates, for the purpose of upgrading systems in a cost effective manner, hardware and software options when user applications expand and/or higher performance capabilities are needed;

Prepares workflow analyses of manual processes for conversion to automated systems; frequently reviews existing systems to ensure departmental needs and objectives are being achieved; makes recommendations for modifications as needed;

Assesses computer hardware and software configuration alternatives to present management with viable options;

Administers and maintains the departmental website; ensuring the accuracy of information and coordinating changes with managerial staff to make certain that modifications meet Westchester County Human Resource laws, rules and regulations and New York State Civil Service laws, rules and regulations;

Assists in the development of training materials, and in providing training to staff involved in pilot projects; may provide training to staff in other County departments as needed;

Serves as the liaison between the department and the Department of Information Technology, and occasionally with service representatives, in the acquisition, installment and maintenance of automated equipment (PC's, laptops, printers, scanners, etc.);

Assists with the development and administration of countywide initiatives and pilot programs by participating in the selection of vendors and in the development, planning and coordination and implementation of training programs for user departments;

Participates in short and long-range departmental information technology planning;

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

Reviews and evaluates potential information systems for their value in the Human Resources environment and the integration of such systems to other County departments;

Diagnoses and troubleshoots computer problems relating to software packages, hardware issues, security, password problems, etc.;

Monitors the operations of the computer testing room for hardware and system reliability;

Assists in the selection and use of any new applications for and between departments;

Participates in meetings to improve, standardize and upgrade department and countywide systems and procedures as assigned;

Provides in-depth support for specific applications, both in the department and to users in other departments as assigned;

Communicates with vendors and service contractors for the timely scheduling of preventive maintenance and repair work;

Serves as liaison between department and other departments relating to any pilot programs involving technical issues;

Assists in monitoring and revising ongoing management information and reporting systems to ensure their continued appropriateness;

Maintains all current and anticipated computerized information technology systems so they are consistent with departmental objectives;

Keeps informed on state-of-the-art technology required to support the department on an ongoing basis;

Uses computer applications and/or other automated systems such as spreadsheets, word processing, e-mail, database software, presentation software, and web-enabled software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of administrative processes and techniques (e.g., work flow, control, scheduling); thorough knowledge of Windows-based office software and procedures; thorough knowledge of computers, including such technical areas as PC equipment, PC operating systems, and their functions, operations, goals and objectives in support of the installation of application and office software; good knowledge of HTML, Java and Javascript, and web utilities and tools; good knowledge of web browsers; good knowledge of the functions and services of the department; strong analytical and diagnostic skills;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Con't)

skill in the development and authoring of web pages; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; ability to identify, evaluate and convey (both orally and in writing) functional requirements for application software in order to achieve departmental goals and objectives; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective working relationships; thoroughness and attention to detail; resourcefulness; initiative; imagination; creativity; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* and five years of experience working extensively with, supporting and configuring Windows-based office software and business application software, which included or was supplemented by two years of experience involving development of workflow analyses and web page development; or (b) a Bachelor's Degree* in Information Technology, Computer Science, or closely related field and four years of the above stated experience, including the two years of specialized experience.

SUBSTITUTION: A Master's Degree* in Information Technology, Computer, Business Administration or closely related field may be substituted for one year of the above stated general experience.

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.