

Director IV– Human Capital Management (HCM) Systems Services

Position Details

Job Code: U7103

Reference Code: A992

Division/Unit: Technology and Information Systems Services

Classification: Professional-Technical

Terms of Employment: [Step 45 of the Unified Administrative Salary Schedule, 12 Months](#)

FLSA STATUS: EXEMPT

Position Summary

The position serves as the responsible administrator and business process expert over technical oversight for the entire HCM system (human resources, payroll, and budget planning). This position is responsible for providing leadership and technical oversight for the Human Resources Division (HRD) including Employee Management Relations (EMR), Payroll & Benefits Department, as well as the Business and Finance Unit to support the HCM System. The person selected for this position is directly responsible to the Chief Information Officer, Technology and Information Systems Services (TISS) Division, Operational Services Unit (OSU).

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Provides technical support for all HCM operations 24/7.

2. Leads HCM support efforts ensuring all necessary facilities, supplies, and resources are available for the HCM System Services Department. This involves controlling and monitoring nine (9) critical areas in any implementation process: Scope, Schedule, Resources, Cost, Risk, Communication, Quality, Contract, and Integration.
3. Develops an effective districtwide training program for HCM; utilizes effective strategies for HCM; educates District staff on Human Resource (HR), Payroll, Budget, and evaluation processes of employees.
4. Oversees the technical aspects of the HCM system including HR (which includes applicant tracking and evaluation), Payroll, and the Budget Planning Tool and processes that increase resource efficiency and reduce resource-related costs.
5. Oversees plans, audits, and evaluates new and existing use of the HCM System including HR (which includes applicant tracking and evaluation), Payroll, and the Budget Planning Tool.
6. Responsible for the management and technical support of the HCM system including HR (which includes applicant tracking and evaluation), Payroll, and the Budget Planning Tool.
7. Assists in procuring development resources to ensure that the District's system needs are being met.
8. Maintains knowledge of personnel matters, school and central office operations, budget, and payroll processes.
9. Serves as a liaison with other departments and divisions, communicating regularly to ensure maximum efficiency in the delivery of HCM system services to schools and departments.
10. Provides direct supervision and evaluation of the HCM system and associated staff.
11. Maintains knowledge of personnel matters, school and central office operations, budget, and payroll processes.
12. Recognizes and understands applicable laws, codes, regulations, policies, and procedures.
13. Designs and digitizes complex business processes within the PeopleSoft HCM system and defines data to improve affected areas supported by the Business and Finance Unit, the HRD, and the Payroll Department of the Business and Finance Unit.
14. Works with other business process experts within the TISS Division to digitize complex business processes across other enterprise systems, such as the Systems Application Products (SAP) Financial System and the Infinite Campus Student Information System (SIS).

15. Provides subject matter expertise (SME) and systems analysis techniques for the configuration, upgrade, and implementation of supported software systems.
 16. Performs analyses of the HCM system (HR, payroll, and budget planning) based upon or related to user or system design specifications including, creation of test plans and scripts, documentation of test results, and re-testing, as necessary.
 17. Oversees the development and coordination of training for users of supported software systems, providing SME on training content for Information Technology (IT) and District trainers, and develops 21st century strategies and instruments for delivery of training.
 18. Creates documentation by leading Technology IT teams for the HCM system, including process design, setup procedures, and user procedures.
 19. Works with the Business and Finance Unit, the HRD, the Payroll Department, District divisions and department heads, region superintendents, school associate superintendents, and school principals to develop and deliver complex custom data sets utilizing various query tools to be used for data-driven business of education decision making, data research, troubleshooting, data validation, and audits. Querying of data is based upon advanced knowledge of the HCM system querying tools.
 20. Performs root-cause analyses in identification and resolution of complex problems with business of education-related software systems. Outcomes may result in software modifications or vendor support tickets.
 21. Performs non-technical system administration for the HCM system.
 22. Ensures compliance with federal law, state law, District policies and regulations, and collective bargaining agreements (CBAs) with employee associations as it relates to system functionality and providing information to District business of education systems.
 23. Serves as liaison with User Support Services (USS) to ensure communication of system changes.
 24. Communicates with and provides support to Help Desk personnel for areas of support including, documenting workarounds or resolutions in the HCM software issues tracking system.
 25. Designs, plans, and administers strategies for resolution or completion of situations or projects.
 26. Represents the District at local, state, and national meetings and in meetings with other school districts.
 27. Promotes employee participation in helping to define access to employee data and in raising awareness and understanding among their peers.
 28. Performs other duties related to the position, as assigned.
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Position Expectations

1. Must demonstrate excellent customer service and professional skills and business acumen.
2. Ability to integrate data from system-wide analyses of current District automated systems with 21st century technology and business of education practices to effectively implement innovative business process improvements.
3. Ability to combine essential SME with super-user knowledge of the HCM System to design, coordinate, implement, test, train, and support District software systems.
4. Ability to communicate technical information effectively to non-technical audiences and to illustrate project goals and progress to other departments/divisions and agencies outside the District.
5. Ability to articulate and manage expectations of software system vendors on behalf of the District and affected business units.
6. Ability to diffuse contentious situations through use of political acumen; flexibility; adaptation to change; dealing with ambiguity; ability to balance several projects at once; sense of humor; timely decision making regarding requests from schools, central office, and parents/guardians; and reaction to crisis situations with professional demeanor.
7. Ability to exhibit initiative in implementing new 21st century training programs.
8. Ability to communicate clearly both orally and in writing; possess excellent verbal, written, and presentation skills.
9. Ability to work collaboratively and cooperatively with students, parents/guardians, school and administrative personnel, and representatives of community organizations or agencies.
10. Possess personal characteristics including, but not limited to: poise, perspective, integrity, flexibility, sound judgment, and professionalism.
11. Possess a high degree of skill in conflict management, collaboration, and problem solving.
12. Possess effective skills in planning, organizing, and coordinating activities.
13. Ability to analyze and evaluate business processes by weighing the business/instructional need and the technical requirements.
14. Ability to demonstrate diplomacy, judgment, leadership, and accountability.
15. Ability to demonstrate an understanding of best practices and applications of modern HCM systems including workforce management, talent management, technology tools, quality control, and governance.
16. Ability to prioritize multiple tasks and work well under high stress and demanding timelines.

17. Ability to design, plan, and administer strategies for resolution or completion of situations or projects.
 18. Ability to review documents for thoroughness and accuracy of information.
 19. Ability to maintain a high level of self-confidence, initiative, self-direction, and motivation.
 20. Ability to work cooperatively with other departments within the District and with other agencies, both state and national.
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Position Requirements

Education and Training

An earned master's degree from an accredited college or university. A Bachelor's degree from an accredited college or university plus three (3) years of additional experience beyond the minimum requirement below can be substituted for the Masters' degree requirement or currently serving as a professional-technical employee with the Clark County School District

Licenses and Certifications

Hold or be able to acquire certification in the future HCM system within one (1) year of hire into the position.

Experience

1. Satisfactory service in corresponding or related positions or have previously demonstrated at least five (5) years of successful supervisory experience related to the administrative position.
2. Have previously demonstrated at least five (5) years recent successful leadership experience as an administrator, which may include, but is not limited to: school district central office administration, school administration, program evaluation and improvement, business process technology, and educational technology.
3. Strong Human resources and/or Payroll background, and/or background in large-scale educational technology adoptions of Human Resources and/or Payroll systems.
4. Knowledge of and experience with large educational systems/entities.
5. Knowledge of and experience with public sector/government-related business technologies.

Preferred Qualifications

None specified.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or military status or other characteristics protected by applicable law. Here at Clark County School District we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity we have the power to reflect the community we serve.

Job Revision Information

- Revised: 02/10/23
- Created: 06/15/15