CCSD
CLARK COUNTY
SCHOOL DISTRICT

Human Capital Management (HCM) System Functional Support Analyst

Position Details

Class Code: 1332
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 58 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, serves as the first point of contact in assisting current and prospective employees. The Human Capital Management (HCM) Functional Support Analyst will train and educate employees in a variety of programs within the HCM system and evaluate issues with HCM to resolve or route them to the proper department/technical team.

Essential Duties and Responsibilities

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

1. Assists HCM System team, Help Desk, Absence Management, Benefits, Human Resources, Payroll, Time and Labor, Central Information Systems (CIS), Employee Business Training department, User Support Services (USS), and related staff, administrators, consultants, and vendors to identify and resolve data integrity and user support issues in the Clark County School District's HCM system.

2. Initiates system setup (Onboarding in HCM System), workflow executing, and monitoring/controlling phases of processes that include forms, security, required access, and trigger of Onboarding events.
3. Communicates and collaborates with vendors regarding the different functions of the HCM System.
4. Provides daily end user support, develops documentation, and performs extensive testing while ensuring compliance with state and federal laws through strong leadership, interpersonal skills, and knowledge of common system analysis techniques.
5. Provides assistance, research, and solutions for end user issues related to Human Resources, Applicant Tracking System, Payroll, Security Access, ePerformance, and School-Based Budgeting using Service Desk Manager, e-mails, and phone calls.
6. Creates necessary training to educate and guide employees with the HCM system, including Absence Management, Benefits, Human Resources, Payroll, and Time and Labor.
7. Updates and creates new documents and ensures outdated documents are removed from the CCSD Employee Business Training site.
8. Analyzes and assists in the diagnosis of users' desktop problems as they relate to human resources and payroll-related issues or discrepancies.
9. Responsible for the functional oversight of the Applicant Tracking System, including updating and creating templates (correspondence for users), User Defined fields/forms, Onboarding, testing, HTML coding, Oracle Business Intelligence (OBI), and upgrades.
10. Analyzes, reviews, and assists programmers in maintaining programming documentation to increase operating efficiency or to adapt programs to new requirements.
11. Analyzes and evaluates recurring data integrity issues; makes recommendations/takes corrective actions or seeks assistance from systems programmers; works to proactively address data integrity issues.
12. Researches errors that occur with import and export of data between systems.
13. Initiates projects that enhance the quality and efficiency of business owners and/or user support.
14. Conforms to safety standards, as prescribed.
15. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves independent research, analysis, problem resolution, and technical support for the District's HCM users at the school, department, region, and District levels.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of personal computer systems, networking systems, operating systems, data communications, and software applications to include commercial information/data processing software and programming languages.
2. Knowledge of database structure, design, and the relation of files.
3. Knowledge of online computer systems.
4. Ability to conduct research, analyze, and track problems to final solution.
5. Ability to troubleshoot computer and network hardware/software malfunctions.
6. Ability to apply technical knowledge towards problem determination.
7. Ability to translate caller comments into technical computer terms.
8. Ability to communicate clearly verbally and in writing.
9. Ability to prepare clear and concise reports, documentation, and other written materials; ability to maintain organized and accurate records; ability to assist in developing training material/programs.
10. Ability to plan, prioritize, coordinate, and organize work.
11. Ability to maintain and ensure integrity and confidentiality of information.
12. Ability to meet predetermined deadlines and shift to new tasks when priorities change.
13. Ability to work flexible hours or shifts.
14. Ability to work independently.
15. Ability to judge when to act independently and when to refer situations to a supervisor.
16. Ability to work cooperatively with employees, consultants, and vendors.
17. Ability to recognize and report hazards and apply safe work methods.
18. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).

2. Two (2) years of coursework from an accredited college or university; plus, two (2) years' experience in human resources and/or payroll systems support, including data communications, day-to-day troubleshooting and problem solving, end user training or support, and database-systems experience; or,
   Four (4) years of human resources and/or payroll experience.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

None Specified.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
2. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
3. College transcript(s) from an accredited college or university, if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District facilities – offices, schools, etc.

Work Environment

Strength

Sedentary/medium - exert force up to 50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, etc.

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, 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: 05/10/23
- Created: 04/11/22