

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: PROGRAMMER/ANALYST I – HR OPERATIONS HUMAN RESOURCES DIVISION**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs specialized technical support and work to the Human Resources Department in the areas of data management, statistical analysis, and the Human Resource Management System (HRMS). Employee is responsible for assisting with data collection, analysis, reporting; responding to data requests and questions from the central office staff; reviewing, overseeing and participating in HRMS projects which include diagnosing and resolving operation problems in HR programs; designing detailed and intricate programs according to user request or defined needs; writing necessary interfaces. Work involves providing resources, determining needs, setting direction, and implementing strategies to accomplish the goals of the department and the district; assisting HR personnel in the use and understanding of computer software and databases, including instruction, establishing system parameters and refining requirements. Work also involves becoming knowledgeable about a variety of software packages. Employee must ensure that data reports are accurate and conform to all ethical guidelines and ensure standard quality levels are met. Employee must exercise considerable tact and courtesy in frequent contact with school officials, administrators, HR Staff, and vendors. Reports to the Director – HR Operations.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Reviews information system project requests including design detail and intricate computer applications, determines scope of project and appropriateness, responds to request and schedules implementation if approved.

Receives technology requests from various Human Resource departments and determines feasibility of requests, confers with others and recommends and implements appropriate solutions.

Applies the latest technology to solve problems and improve efficiency.

Determines overall quality of data and trouble shoots and corrects problems with data (e.g., inaccurate or missing data)

Serves as a system administrator for the HRMS system; assigns and maintains security; backup/recovery procedures, and resolves questions/problems and assist others with learning how to operate the system

Serves as system analyst/programmer to incorporate data from the Professional Development System (Coursewhere) into HRMS. This includes writing interface programs and the uploading and downloading data from one system to another.

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## **PROGRAMMER/ANALYST I – HR OPERATIONS**

Writes, tests, de-bugs, and maintains HR computer programs using various programming languages, query methods or standard report writers.

Works closely with users to identify/recommend/redesign business strategies to enhance computerized application and automated processes.

Writes interface procedures and automated processes between various database structures or computer platforms.

Works with groups of users to define needs, translates user requirements into effective program designs, establishes system parameters and develops formats for various reports and documents.

Troubleshoots hardware and software problems, determines cause of error or stoppage and applies corrective steps in cases where problems can be corrected or reports problem to appropriate technology service staff for assistance.

Reviews and tests software packages and makes recommendations concerning acquisitions.

Uses query or business intelligence tools to create ad hoc queries and complex reports.

Assists users by printing special HR reports (i.e. SS200/300, EEOS/S10, payroll download) and forms, restoring databases, and resolving communications problems.

### **ADDITIONAL JOB FUNCTIONS**

Respond to data requests and questions from central office staff, administrators, and other school system personnel.

Trains and assists GCS school administrators in the use of HR system tools, (i.e. HRMS, PS-32, EEA, principal view/application screening).

Serves as technical liaison between HR and Technology Services departments.

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in computer science or a related field, and 3 to 5 years of experience in computer programming; or any equivalent combination of training and experience which provides the required

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skills, knowledge, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computers, scanners, adding machines, computer software, etc. Must be able to exert up to a negligible amount of force constantly to move objects.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

**Language Ability:** Requires the ability to read a variety of correspondences, technical manuals, trade journals, newsletters, etc. Requires the ability to prepare reports, forms, system documentation, presentations, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical and professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the theories of statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

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**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of computer components, connectivity and operating systems.

Considerable knowledge of computer hardware and software applications.

Considerable knowledge of various methods and approaches to debugging system and program errors.

Considerable knowledge of several programming languages and of Job Control Language.

Considerable knowledge of query and business intelligence tools.

Considerable knowledge of automated processes within the school system.

Considerable knowledge of department standards and procedures regarding programming and security.

Considerable knowledge of computer programming techniques and system development methodology.

Considerable knowledge of the current literature, trends, and developments in the field of technology.

Skill in training and supporting school administration, HR staff, and other staff.

Skill in developing research designs, data storage strategies and data analysis methods.

Ability to evaluate the performance of hardware/software and make recommendations for improvement.

## **PROGRAMMER/ANALYST I – HR OPERATIONS**

Ability to translate user requirements into effective program designs.

Ability to evaluate requests for changes and/or updates to the system.

Ability to evaluate requests for changes and/or updates to currently installed technology.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to schedule and monitor development projects.

Ability to determine and document user requirements.

Ability to develop clear, effective instructions for operations staff and for users.

Ability to develop clear, effective instructions for users.

Ability to design, develop and schedule programs to ensure efficient processing.

Ability to maintain complete and accurate records.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.