

HUMAN RESOURCES SUPPORT SPECIALIST

Job Code	Pay Grade
20132	CL17

Nature of Work

This is analytical and technical work involved in planning, coordinating, and implementing specific human resource information systems (HRIS). Depending on area of assignment, an employee in this class serves as a departmental expert on specific information systems. Areas of assignment include HRIS, Oracle, and other related activities. Assignments are very specialized and highly technical in nature dealing principally with the business needs in computer automation systems, special specific software, applications programming, and HRIS customers. This position functions as an integral part of special projects as assigned by management. This position requires a thorough working knowledge of departmental training programs, procedures and policies, and entails the exercise of extensive initiative and independent judgment. The incumbent reports directly to a senior department manager or designee.

Minimum Qualifications Requirements

- 6 years professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications, or
- Associate's degree in computer science, information technology, business administration, or related field and 4 years professional experience in the analysis and administrative management of information technology functions dedicated to human resources, personnel administration, or business related applications, or
- Bachelor's degree in above subjects and 2 years professional experience as described above, or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Works closely with subject matter experts in other departments and deals with Business Technology Services (BTS) staff extensively.
- Create course syllabus and job aids for Oracle administration.
- Prepares documentation manuals and procedures for applications; develops departmental automation standards, guidelines, oversees receipt and setup of equipment, and installation of new or enhanced software.
- Coordinates department Oracle programming, telecommunications, and training efforts; serves as liaison with other departments, vendors and consultants.
- May train subordinate technical and clerical employees.
- Establish user categories and access limitations to system resources; trains users to operate departmental computer applications.
- Coordinates and assists with Oracle information processing system installations, loads software; resolves equipment problems, performing system recoveries and backups.
- Monitors passwords and other protection features on a departmental level.
- Advises management on applications to assist department operations.
- Responds to users' requests to generate reports; may perform modifications to existing programs using statistical software packages or programs.
- Serves as HR liaison for assigned departments as needed.
- Performs related work as assigned or required.

HUMAN RESOURCES SUPPORT SPECIALIST (continued)

Job Code	Pay Grade
20132	CL17

Knowledge, Skills, and Abilities

- Knowledge of office automation, statistical, database and word processing equipment and software.
- Knowledge of public administration principles and practices.
- Knowledge of data analysis and research techniques, methods and processes.
- Knowledge of governmental purchasing, personnel, and budget practices and procedures.
- Knowledge and ability to troubleshoot and resolve routine software, hardware and network problems.
- Skill in hardware/software diagnostic procedures.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to organize and conduct basic training classes for non-technical users.
- Ability to develop and update procedure and operational manuals.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.
- Ability to conduct tests, analyze results, identify and correct errors, in the office or the field.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified