

SNOHOMISH COUNTY JOB DESCRIPTION

PEOPLE ANALYTICS SPECIALIST

Spec No. 2381

BASIC FUNCTION

To provide functional support, subject matter expertise, analysis, maintenance, and implementation of Human Resources Information Systems (HRIS), websites, Human Resources (HR) technology, and analytics needs.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads the implementation and use of HRIS, including assisting in the configuration, customization and administration of major HR systems.
2. Works with the Department of Information Technology (DoIT) to perform day-to-day functional maintenance and support of HR systems to ensure operational maintenance and integrity.
3. Recommends and implements procedural changes to improve operations and enhance the performance of HR systems. Apply appropriate models, data, and best practices to evaluate and improve the efficiency and effectiveness of the department's technologies.
4. Tests HRIS for program updates and troubleshoots new releases prior to full implementation to provide suggested solutions to developers.
5. Performs analysis to troubleshoot the cause for data problems. Researches and identifies limitations, user errors or lack of standard procedures for ongoing administration.
6. Provides application support to department staff. Supports the needs related to system operations, HR processes, and special projects.
7. Provides relevant information, creates and updates training materials to support HR users. Develops ad hoc reporting and other analytical activities.
8. Performs people analytics through the development of HRIS reports and dashboards as necessary to meet reporting requirements and to provide staff and management with information to support workflows and business decisions.
9. Coordinates with DoIT to organize technology service and maintenance contracts as needed, including oversight/validation of work performed by consultants and vendors.
10. Oversees and maintains the department's website and any related technical documentation.

STATEMENT OF OTHER JOB DUTIES

1. Maintains network access profiles/permissions for Human Resources, including access rights to directories, groups and files.

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2. Serves as the liaison with outside contract vendors; recommends and oversees new programs and modifications to existing programs.
3. May act as project lead in helping departments develop automated solutions to related workflow issues.
4. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in business administration, computer science or related field; AND two (2) years' experience in functional analysis, business analysis and software administration/implementation; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

Experience with HR systems preferred.
Experience creating and updating SharePoint sites preferred.

SPECIAL REQUIREMENTS:

Must sign a confidentiality agreement as a condition of employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- data management and data reporting philosophy, standards, and best practices
- HRIS systems and functionality
- expertise with spreadsheets, databases, and analytics tools
- advanced technology use standards and best practices
- troubleshooting techniques and best practices
- various file structures and formats
- project management principles, tools, and techniques

Ability to:

- work independently while managing multiple priorities and changing deadlines in a timely manner
- maintain multiple work activities and shift from one task to another while still maintaining deadlines
- effectively communicate (written and oral) with all levels of employees and management, technical and non-technical users
- have attention to detail and to think creatively and strategically to resolve system issues

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- understand and analyze user needs to develop processes within existing software
- analyze general technology problems and facilitate implementation of sound solutions
- design/create applications functions utilizing technology to improve efficiency
- maintain necessary records and documentation and prepare clear, concise guides and other written material
- establish and maintain effective work relationships with superiors, peers, and associates
- communicate effectively, both orally and in writing, with people of varying degrees of technical background
- participate and contribute to data planning, design and development efforts
- plan and think logically and be able to prioritize work
- work under pressure, cope with interruptions, and meet deadlines
- exercise good judgment as to when to act independently and when to consult others

PHYSICAL REQUIREMENTS

Occasionally required to lift items weighing approximately thirty (30) pounds.

SUPERVISION

The employee receives general direction from an administrative superior. The work is performed with considerable independence and is reviewed through meetings, status reports and from results obtained.

WORKING CONDITIONS

The work is performed remotely and in an office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 2017

Revised & Retitled: April 2017 as Functional Analyst – Human Resources, April 2021 as People Analytics Specialist

EEO Category: 2 – Professional

Pay Grade: 242 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous

FLSA Status: Exempt