



Office of Human Resources  
Workday Analyst Associate - CA3210  
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### General Statement of Duties

Performs intermediate professional level work supporting one or more system modules to design, implement or enhance, and test Workday systems and applications to meet business needs. Performs configuration, change management and testing activities to support a service-oriented architecture and integration between Workday Modules. Plans, develops, and executes moderately complex functional, system regression, integration and performance testing. Consulting with agency users regarding organizational hierarchies and security needs and analyzes requests with respect to City rules, Technology Service processes and Workday best practices.

### Distinguishing Characteristics

The Workday Analyst Associate is distinguished from the Workday Analyst Senior which full performance professional level work to design, implement or enhance, and test Workday systems and applications to meet business needs. Develops and manages all business process configuration, performs mass uploads and manages recurring processes. Performs complex configuration, change management and testing activities to support a service-oriented architecture and integration between Workday Modules. Plans, develops, and executes complex functional, system regression, integration and performance testing. Consulting with agency users regarding organizational hierarchies and security needs and analyzes requests with respect to City rules, Technology Service processes and Workday best practices.

The Workday Analyst Associate is distinguished from the Workday Analyst Specialist which performs specialized, advanced, highly complex, and multi-dimensional work to design, implement or enhance, and test Workday systems and applications to meet dynamic business needs. Owns business process design configuration and maintenance. Performs advanced configuration, change management, and testing activities to support a service-oriented architecture and integration between Workday Modules. Plans, develops, and executes advanced, highly complex functional system regression, integration, and performance testing. Consults with agency users regarding organizational hierarchies and security needs and analyzes requests with respect to City rules, Technology Service processes, and Workday best practices.

### Level of Supervision Exercised

None

### Essential Duties

Supports one or more Workday Modules by answering questions, troubleshooting problems, creating and/or modifying reports.

Works collaboratively with functional and department teams to prioritize, troubleshoot, research, and escalate reported issues. Proactively keeps end-users aware of status and takes responsibility for ensuring outstanding issues are addressed in a timely manner. Provides end-user support.

Conduct working sessions with users to gather, understand, and analyze business requirements. Identify, recommend and track opportunities for process and operational improvements.

Analyze and recommend enhancements to business processes and other aspects of system configuration to streamline functional/department operations and optimize efficiency while ensuring data integrity.

Provides second-level technical support. Maintains supervisory organization structures.

Participate actively in the Workday Community, propose and advocate for improvements to the Workday solution. Proactively monitor new features released by Workday and advocate for appropriate adoption plans.

Develop course curriculum, create job aides, and conduct in-person training.

Support activities to prepare for and support twice-annual upgrades. Review new functionality with end-users to identify desired acceptance. Develop and deploy testing and implementation strategies for new functionality. Address Workday data requests from internal customers. Gather requirements and review custom reports and dashboards to meet the business needs.

Maintain proper change management documentation to satisfy the company's internal/external audit controls and compliance practices. Perform regular system audits to support regulatory compliance, data and system integrity.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

Report Writer capabilities within Workday.

Ability to communicate effectively with both a technical audience and business users.

Ability to maintain confidentiality; provides data on a need-to-know basis.

Ability to effectively communicate with employees to support system adoption and to ensure users can perform required tasks.

Knowledge of Workday business objects, Workday Business Processes, and Workday Reporting.

Technical knowledge of 3+ modules in the Workday HCM product suite (HCM Core, Compensation, Benefits, Recruiting, Talent & Performance, Learning, Reporting/Advance Analytics).

Excellent research, analytical, and critical thinking skills with attention to detail.

MS Office skills, especially Excel - Pivot Tables, vLookup, etc).

### **Education Requirement**

Bachelor's Degree in Information Systems, Human Resources, Business Administration, Finance or a related field.

### **Experience Requirement**

Two (2) years of professional level experience specializing in the implementation and integration of Workday software.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education for all classifications.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

None

### **Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

### **Level of Physical Demand**

1-Sedentary (0 - 10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crouching: bending body downward and forward by bending legs.

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Feeling: perceiving attributes of objects by means of spoken word.

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Neck Flexion: Moving neck upward/downward.

Oral Comprehension

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Walking: moving about on foot on uneven surfaces.

Written Comprehension.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: A-809**

**FLSA Code: Y**

**Established Date: 10/6/2019**

**Established By: GT**

**Revised Date:**

**Revised By:**

**Class History:**