



Office of Human Resources
Workday Analyst Specialist - CA3212
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

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.

Distinguishing Characteristics

The Workday Analyst Specialist is distinguished from the Workday Analyst Senior, which performs 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 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 Specialist is distinguished from the Workday Analyst Associate which 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 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.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Functions as the lead on projects to architect, implement or enhance, and test Workday systems and applications to meet dynamic business needs. Performs complex configuration, change management and testing activities to support a service-oriented architecture and integration between a variety of applications.

Works with Workday and third-party vendors to resolve complex issues.

Completes all mass data changes in Workday. Manages all recurring processes (e.g., performance management, mass data/pay rate changes, merit, open enrollment, etc.). Owns the Workday supervisory organization structure for all City Agencies (OHR function only).

Plans, develops, and executes advanced, highly complex functional system regression, integration, and performance testing. Consulting with agency users regarding organizational hierarchies and security needs. Analyzing requests with respect to City rules, TS processes, and Workday best practices.

Identifies specific, unique, complex customer security and application needs. Develops and enhances security definitions and profiles, including fulling testing new roles. Maintains security authorizations in test, development and production environments. Establishes requirements and processes for security role assignments. Assigns production security roles. Trains users on effectively operating in their new security role.

Identifies Workday functionality and integrated technology opportunities and solutions to resolve complex business problems. Manages, analyzes and resolves complex business processes and user activities, and makes recommendations to improve business and agency processes. Develops complex reports.

Researches Workday products to stay current on existing, new and proposed functionality. Considers future product capabilities in current designs, and analyzes, recommends, and researches improvements.

Analyzes and resolves highly complex technical problems with Workday and other systems, including addressing application, database, and user problems. Advises customers on Workday best practices, configurations and integrations. Analyzes data hygiene and accuracy, and executing single and bulk updates.

Performs advanced, highly complex data analysis using a variety of tools. Providing actionable insights citywide by analyzing and reporting on the city's employee population, as well as specific demographic and geographic segments. Creates new tools as needed.

Researches and analyzes system requirements and configures Workday module(s) to meet the needs of the organization.

Identifies ways to increase employee knowledge and skills to support future growth through mentoring and education. Trains customers and peers on new functionality.

By position, develops and maintains integrations between Workday and Kronos Timekeeping systems using Kronos Workforce Integration Manager to ensure correct updates are made and accurate information is extracted.

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

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Creative Thinking - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Customer Service – 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.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

Knowledge & Skills

Intimate working knowledge of Workday's data structure including available data sources and how to use and create calculated fields.

Ability in creating matrix reports and dashboards within Workday.

Ability to use-write sequel to extract data from Kronos.

Knowledge of Microsoft Visual Studio.

Ability to use MS PowerPoint for briefings, trainings, Workday Wednesdays and infographics.

Expert user in MS Excel for analytics, data transformation and project tracking.

Expert level of understanding of the Enterprise Interface Builder (EIB),

Expert skill in Workday Security Module.

Expert skill in Business Process creation.

Strong skills to understand customer needs analysis to convert into system requirements.

Knowledge of laws, regulations, principles, procedures and practices related to Human Resources and Payroll.

Thorough knowledge of Kronos Workforce Integration Manager tool, as well as the data within both Kronos and Workday.

Education Requirement

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

Experience Requirement

Three (3) 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-814

FLSA Code: Y

Established Date: 10/6/2019

Established By: GT

Revised Date:

Revised By:

Class History: