Class Concept

Positions in this class supervise a team of State HRIS analysts who administer, develop, and implement enterprise-wide Human Resources, Personnel Administration and Organizational Management Benefits Administration and Time and Leave Administration processes and functions through the Human Resources Information System (HRIS). Positions serve as operations supervisors for one or more of the HRIS functional teams. Positions are responsible for interpreting and administering numerous personnel policies and procedures, state and federal laws, numerous technical/functional system requirements and a variety of specific State Agency standard operating procedures to make any necessary changes to statewide internal operating procedures. Positions manage the daily operations of a functional team; assign special projects as needed; guide staff in resolving complicated, sensitive, or unusual issues involving one of more of the HR functional areas and determine the best course of action to resolve complex and unusual issues. Positions serve as high level professional experts and develop and deliver state-wide training and state-wide HR reporting and analysis in their area of assignment. Positions are responsible for staffing their assigned functional team, planning and developing long and short-range team assignments, approving work schedules, setting work standards, and evaluating team member performance. Positions work in concert with NC Office of State Human Resources, External Vendors, and other functional areas to ensure that the HRIS is in compliance with current federal and state personnel policies and procedures and external vendor system requirements and processes. Work is performed independently under the general supervision of a State HRIS Manager.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the principles and practices of human resource management and the interpretation and application of federal and state HR laws, policies, and practices governing HR
- Ability to plan complex work activities and monitor projects to assure completion
- Ability to make decisions considering conflicting facts, opinions, and viewpoints; and to break down barriers and gain commitment to project and team goals and objectives
- Thorough knowledge of the HRIS modules, particularly in area of assignment
- Ability to exercise sound judgment and discretion in gathering and evaluating human resource transactions
- Skill in analyzing and resolving complex HR processing issues with problem solving and creative thinking skills
- Ability to establish and maintain effective working relationships with staff at multiple organizational levels within North Carolina State Government as well as with other external stakeholders
- Ability to lead and develop a team of HR specialists; and to think innovatively in developing new HR system solutions

Minimum Education and Experience

Bachelor's degree in business administration, human resources, computer science, or any related field from an appropriately accredited institution, and three years of experience in business or HR consultation, process improvement, or requirement gathering in an information technology or HRIS environment, or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.