

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 100128
Grade 27
FLSA Code: E**

HUMAN CAPITAL ORACLE ANALYST

DEFINITION OF CLASS:

This is an advanced -level professional class providing technical consultation and advisory services in one or more OHR Business Units of the Human Resources Department. An employee in this class possesses advanced, up-to-date, in-depth knowledge of the respective business function; e.g., Work Structure and Position Management; iRecruitment (or its successor); Learning Management; Compensation Workbench; Self-Services Human Resources; Oracle Advanced Benefits; Performance Management; BI Tool; and/or Payroll. This knowledge is used primarily to serve as an advisor to the ERP team responsible for maintaining the respective Oracle module, and to ensure that any proposed revisions to the assigned business unit aligns with all other business units.

MAJOR DUTIES:

Employees in this class are responsible for such functions as subject matter experts for the assigned business unit. They are responsible, within the respective business unit, for such functions as: designing computer based user training instructions; developing high quality, user-friendly training content; leading the analysis and validation of pertinent data before and after systems are put in place; using the BI Tool and/or extracting data directly from Oracle; researching, developing and providing training for job aids, user guides, facilitator guides, online assessments, customer surveys and other guidelines needed by users; serve as primary interface between the respective business unit and the ERP Systems Support Team, and other outside entities; serve as primary OHR interface with ERP regarding configurations.

EXAMPLES OF DUTIES: (Illustrative Only)

- Gather data and develop functional specifications needed by the respective business unit.
- Design, develop and maintain business requirements documents.
- Consult and coordinate with ERP functional and technical business analysts/specialists in the preparation and execution of business unit test plans and test cases, user training and implementation documents.
- Address daily operational issues identified by users (e.g., HR Liaisons and management officials). Identify the problems and either take corrective action or consult with the appropriate ERP technical expert for further study and resolution.
- Participate extensively in requirements and project status meetings with internal (within OHR) and external (customer departments) stakeholders.
- Identify opportunities for business process improvements and IT solutions and develop action plans for achievement. Gather business requirements to build test cases and support production. Write test cases and test scripts, and test new application changes.
- Document new processes and procedures as they are developed for end-users and others.

- Troubleshoot, analyze, detect and identify problems or deficiencies as part of the quality assurance function in ensuring that all business unit documentation is accurate. Work collaboratively with end-users and the ERP Team to resolve business unit issues.
- Serve as business unit liaison with Payroll managers and employees.
- Consult and interface with ERP functional business analysts and other experts in conducting functional design, extensions, configuration, testing, validation, training, operation and maintenance for the respective business unit.
- Stay abreast of developments in the respective business unit; bring any new developments that may potentially have impact to the attention of OHR management; proposes plans and means of adopting and implementing these developments.

KNOWLEDGE, SKILLS, AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all-inclusive list.)

- Expert knowledge of Human Capital Management business functions including emerging principles, practices and applications.
- Knowledge of the ERP/Oracle EBS applications and OBIEE tools as they relate to the respective business unit. This includes knowledge of the business technology infrastructure, databases, upgrades, patches and enhancements.
- Considerable knowledge of Montgomery County Government, Federal, State and local legislation, laws, rules and regulations, particularly those governing the administration of human resources.
- Strong analytical ability to arrive at sound decisions through detailed analysis and evaluation of factors and information received from a variety of sources.
- Strong teamwork and collaboration skills. Skilled in negotiating complex issues with technical and administrative personnel.
- Ability to evaluate, recommend and implement quality business process improvements either in existing designs or by adopting new functionalities in the enterprise system.
- Ability to understand, interpret and define solutions for diverse and/or conflicting stakeholder requirements.
- Ability to manage business changes and proactively identify process and system implications and propose solutions.
- Proficiency in the use of personal computers and automated systems such as Microsoft office software; demonstrated proficiency in working with business software products, especially those commonly used in the respective business unit.
- Ability to build and maintain strong interpersonal relationships and gain consensus with internal and external stakeholders to include officials, managers, employees or contractor personnel.
- Strong communication skills. Ability to communicate clearly and effectively in a variety of mediums to all levels of employees.
- Performs related duties as required.

SUPERVISORY CONTROLS:

As a recognized business unit expert, the employee works under a moderate degree of administrative supervision in planning and carrying out the work. Assignments are typically generated by the perceived need and/or are stated in terms of broadly defined departmental missions or functions. The employee, while receiving little or no technical guidance, is responsible for planning, designing, and carrying out the work independently.

GUIDELINES:

This level is distinguished by the recognized expertise and authority in the respective business area possessed by the employee. The employee is charged with interpreting broad guidelines and proposing action plans and methods of attack to resolve issues and problems encountered in the business function. The employee is responsible for coordinating with others as deemed necessary, e.g., subject matter experts of other departmental business units; ERP technical and functional business staff; ERP contract personnel; to participate in joint modernization planning and implementation sessions. The employee's technical advice is considered to be authoritative and is normally accepted without significant change or question, except in cases where administrative override may be necessary. Guidelines include Federal and State laws and regulations; collective bargaining agreements; Montgomery County Code; Montgomery County Charter; and Montgomery County Personnel Regulations. The employee exercises considerable judgment to interpret the intent of broad laws, regulations and guides and in developing proposals and plans of attack. The employee is granted full latitude to develop appropriate strategies within the respective business unit.

COMPLEXITY:

The complexity of the work of this class is characterized by the need to identify and analyze nonstandard or difficult problems that are frequently phases of interdependent variables. Complexity of the work is also marked by such factors as the need to try new and untried methods and approaches; substantial depth of analysis; major areas of uncertainty in interpretation or evaluation; originating new techniques; and consideration of a broad range of issues, factors or circumstances whose importance and interrelationships are difficult to ascertain and assess.

SCOPE AND EFFECT:

The scope of the work involves establishing criteria, thorough analysis of a variety of complex issues, and/or investigating a variety of unusual conditions, problems or questions. The work affects all County agencies, contractors, employees and job applicants outside County Government, retirees, and outside community partners.

CONTACTS:

Primary contacts include Enterprise Resource Planning (ERP) technical and functional expert/analyst staff, OHR officials, high-level department/agency officials and staff, ERP and Oracle contract management and staff, and other Human Capital Oracle Analysts. These contacts are for the purpose of providing expert subject-matter expertise and advice in the respective OHR business function with the objective of initiating, developing, revising, and maintaining the respective Business Unit.

PUBLIC SERVICE /ASSISTANCE:

Direct service or assistance to the public is not a typical function of this class.

WORK ENVIRONMENT:

Work is performed in an environment making decisions that could lead to major organizational consequences if appropriate decisions are not timely.

HAZARDS:

Work is primarily sedentary and is performed in an office environment.

PHYSICAL DEMANDS:

Typically, the employee sits comfortably to do the work, interspersed by brief periods of standing, walking, bending, and carrying of papers and books, and extensive periods requiring the use of computer terminals to accomplish work objectives.

MINIMUM QUALIFICATIONS:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four (4) years' experience in information technology project management, Human Resource Information Systems (HRIS), organizational design or systems implementations and/or upgrades in large organizations of 500+ employees with at least one (1) year of that experience in Oracle Enterprise Resource Planning (ERP).

Education:

A Bachelor's Degree in computer science, information systems management, Human Resources management, business administration, public administration, or another directly related field that provided a strong foundation in the area of assignment. Certifications in specific applications may be required, depending on the duties of the position.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE REQUIREMENT: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review form and a Urine Drug Screen.

SUPERVISION EXERCISED:

This is not a supervisory class.

CLASS SPECIFICATION HISTORY:

Class Established: February 2016
Revised; Format and MQs: November 2017