

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION –HR SYSTEMS AND OPERATIONS – LOCATION – 120 KING ST. W., 9th FLOOR)

MANAGER HR TECHNOLOGY AND ANALYTICS

SUMMARY OF DUTIES

Reports to the Manager, HR Systems and Operations. this role will be accountable for leading a team in the development and implementation the City's HR technology and road map and analytics strategy. Determine where automation can enhance customer service. Ensure safe and reliable maintenance of employee records.

GENERAL DUTIES

Responsible for capital/operational budget planning. Prepares and monitors capital budgets for special projects as required. Makes recommendations to operating budget.

Managing and coordinating the implementation and integration of new HR technologies (including project management, change management, and training considerations).

Optimizing and making recommendations to enhance the existing systems.

Overseeing upgrade and maintenance strategy for all systems.

Developing best practice records administration practices utilizing technology wherever possible and conducting frequent process reviews.

Staying abreast of technology and making recommendations on technology trends.

Ensuring systems are maintained and kept up to date around reorgs.

Ensuring systems reliability and security.

Vendor management including the RFP process.

Develops and oversees HR Reporting & Analytics.

Directs, supervises, develops and empowers staff to achieve corporate, departmental, divisional and sectional goals.

Participates on various corporate and departmental committees for other projects/initiatives to represent unit, section, or the division, as required.

Prepares oral and written reports, presentations, surveys, and communications to internal and external customers, management, other organizations, and staff.

Specific Role Accountabilities

Oversee and direct the application lifecycle of Human Resources Information Systems (HRIS) and other HR related applications to ensure confidentiality, operational excellence, and optimization of new and existing HR technology solutions.

Provide operational leadership for HR Systems including facilitating vendor selection, budget preparation and

negotiation, implementation initiatives, change requests, maintenance, upgrades and system enhancements.

Lead HR reporting & analytics to ensure raw data is translated into meaningful dashboards, reporting and operational insights to drive decision making.

Oversee and direct the Records Administration function to ensure standardization and documentation of processes, and to lead ongoing continuous improvement initiatives with the objective of achieving administrative efficiencies in the administration of the employee lifecycle.

Maintain awareness of technology trends and best practices to make insightful, strategic recommendations to the HR Leadership team, typically through the presentation of business cases or reports.

Oversee HRIS projects, integrations, and reporting, including determining priority, leadership of resources, and ensuring testing, training and change management plans are developed and appropriately executed.

Establish and maintain HR data practices, policies and procedures and oversee data governance to ensure data integrity and security in accordance with City of Hamilton procedures and Canadian privacy legislation.

Provide thought leadership and recommendations to optimize system capabilities, and support various HR Centres of Excellence to optimize their processes and support their programs.

Participate in organizational project teams as necessary to represent HRIS perspective and interests.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University degree in the field of computer science, information systems or an equivalent discipline.
2. Extensive Human Resource experience.
3. Considerable experience at a managerial level in a related field and CHRL preferred.
4. Strong business acumen and an ability to learn a client's business needs and anticipate required HR support.
5. Proven project management experience.
6. Demonstrated proficiency with HR technology, HR technology strategy and business case preparation.
7. Strong understanding of the HR analytics function.
8. Strong ability to develop and manage a team.
9. Ability to analyze current state technology and process enablement, and develop and implement systemic improvement.
10. Ability to demonstrate highly effective written and verbal communication skills.

11. Considerable experience in managing multiple projects.
12. Experience in monitoring budgets.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICE FOR THIS POSITION AND THE WORKPLACE