

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

**Title:** Business Analyst  
**Dept:** ITS Operations  
**Reports to:** Business Applications Manager  
**Effective Date:** October 2019

**Job Code Number:** 20507  
**Grade Number:** 19, Represented  
**FLSA Status:** Exempt

General Position Summary:

Under general direction, this position serves as a cross-functional leader for implementation and daily operation of KCLS's Human Capital Management (HCM) information systems. Establishes and oversees a change and governance process in collaboration with HR, Payroll, Learning, Strategy and IT stakeholders. Provides system assistance and expertise for the processing of employee data, preparing reports, and ongoing system maintenance and upgrades. Ensures that all HR-related systems are regularly updated and will work with internal subject matter experts to ensure the solution is compliant with labor regulations. Works closely with other members of the ITS team and serves as a strategic business partner with key stakeholders across KCLS.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Oversees day-to-day activities of KCLS's HCM information systems.
2. Develops and maintains HCM-related data interfaces.
3. Supports the organization to configure and implement labor compliance and policy matters related to the HCM.
4. Partners with the IT, HR, Payroll, other stakeholder departments, and business users to perform assessments, analyze and troubleshoot complex system issues, and develop improvements to the HCM ecosystem to meet KCLS business requirements.
5. Leads the design of user-friendly processes, guidelines, and documentation. Reviews software and vendor documentation to ensure feature functionality requirements are delivered.
6. Oversees all system upgrades and system implementations in partnership with the solution stakeholders. Reports on progress and resolutions and recommends priorities and changes.
7. Identifies, analyzes, documents and tracks data integrity, usability and performance.
8. Ensures all HCM-related systems and new integrations meet all requirements and specifications and are compliant with data protection laws.
9. Organizes change management board and coordinates configuration and implementation changes across the enterprise.
10. Cooperatively and constructively contribute to ITS staff meetings and planning sessions.
11. Other related duties as assigned.

Core Competencies:

**Customer Focus**

Primarily focused on customer needs, able to deliver high-quality, value-added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgement**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Approachability**

Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

**Communicates Effectively**

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

**Decision Quality**

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

**Organizing and Planning**

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

**Vision and Strategic Thinking**

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- Bachelor's degree from an accredited school with major in information technology, business administration, human resources or related field preferred. Equivalent of full-time work experience in information systems, HRIS analysis, or payroll systems may substitute education on a year for year basis.
- Three years of dedicated HRIS Analyst, or related IT experience.
- In-depth knowledge of and hands-on experience with HCM Software-as-a-service solution administration. Experience with Ceridian and JD Edwards software, preferred.
- Experience collaborating with HCM stakeholders to implement and configure to labor laws and regulations.
- Experience in the business of libraries, a plus.
- Or any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

## SPECIAL REQUIREMENTS

Washington State Driver's License.

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

## WORK ENVIRONMENT

This position encounters new, unusual, hectic or demanding situations almost on a frequent basis. Extensive PC monitor work is required. Work is performed in a normal office environment and requires a strong team orientation. Some pressure from deadlines or changing priorities exists and interruptions to workflow can occur. Occasional emergency on-call status may be present in the position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_

Director of HR