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DIRECTOR – HUMAN RESOURCES
INFORMATION SYSTEMS AND SUPPORT SERVICES
(DIRECTOR – HUMAN RESOURCES SERVICES)

BASIC FUNCTION

Under administrative direction, direct operations and staff involved in the expert and responsive delivery of human resources information systems technologies and web applications, substitute staffing and HR office support operations; serve as a professional expert for HRIS and assigned operational disciplines; manage new technologies, technology upgrades, modification and enhancement projects; collaborate through cross-functional teams to manage employee ensure the efficient and effective delivery of services; lead and participate in developing and implementing programs which sustain a richly diverse, inclusionary workforce and supports the district's education and equity initiatives.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Direct and oversee the work of staff engaged in providing technical support and expertise for the district's human resources information systems; evaluate and establish priorities in a highly dynamic environment. *"E"*
- Lead the preparation of proposals to develop new systems and/or operational changes; develop, implement, and modify system requirements; oversee staff in the maintenance of internal database files and tables, and the development of custom reports to meet the requirements of District staff and local, State and federal agencies. *"E"*
- Direct staff in the performance of routine professional and technical duties in support of the HR Department's operational functions and activities, as well as the District's regular employment, temporary, summer school and substitute services recruitment and staffing; develop and direct the implementation of recruitment, staffing, on-boarding and training strategies for on-going substitute, temporary and summer school employment needs which cultivate a richly diverse, inclusionary workforce in support of the district's education and equity initiatives. *"E"*
- Identify, develop, and implement Human Resources policies and guidelines regarding the department operational support activities, substitute and summer school staffing and HRIS; ensure personnel actions and activities are in compliance with current Human Resources policies and guidelines. *"E"*
- Identify opportunities for improving Human Resources processes through operational and information systems changes; lead and participate on cross-functional teams to coordinate and communicate with other departments and IT regarding system issues; processing; upgrades and enhancements; communicate with HR department users to assure appropriate system usage. *""E"*
- Manage and coordinate the integration of HR systems with other systems, such as Benefits, Finance, Budget, Information Technology, eSIS, Aesop, Talx, and TSPC and similar systems. *"E"*
- Develop training curriculum and conduct formal and informal training regarding the human resources information system; Identify training needs of end users; develop and provide the necessary training to meet those needs. *"E"*

- Confer with vendors, users, department staff, and others in developing, testing and evaluating new software and system upgrades, reviewing and revising processes and procedures, troubleshooting and resolving system issues; develop time-lines for the completion of modifications or systems and ensure staff, contractors and vendors meet milestones, timelines and deadlines in compliance and accordance with contracts, commitments and performance standards. *"E"*
- Manage staff activities and priorities to ensure that HR contributions to Federal and State reporting requirements are fulfilled, including data gathering, auditing, report creation and validation; assign work and provide support to HRIS staff to enable the gathering of information for inclusion in required reports. *"E"*
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to human resources practices with awareness and understanding of their impact in a racially and culturally diverse community. *"E"*
- Supervise the performance of assigned personnel; interview, select, train and mentor employees and recommend transfers, reassignment, termination and disciplinary actions. "E"
- Attend and participate in a variety of conferences, in-service trainings and meetings. *"E"*
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E", which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS OF THE CLASS
The Director - Human Resources Information Systems and Support Services directs the staff and services of the HR information systems, substitute employment and department operational support services. This employee provides expertise and serves as both a technical and operational expert over multiple HR functions. Employees in this classification series explore and develop strategies to align department activities directly to the district's Racial Educational Equity Policy and Human Resource's Strategic Plan.

EMPLOYMENT STANDARDS

Knowledge of:
School business processes and human resources information systems software and applications.
Oracle PeopleSoft systems human resources modules, technologies and applications.
Microsoft Office Suite word processing, spreadsheet, data base and presentation software applications.
Advanced Excel spreadsheet applications.
Techniques and principles of high-quality customer service.
Public agency contracting and procurement laws, policies and procedures.
Project management applications, software and technologies.
Effective leadership and performance management techniques.
Oral and written communication techniques.
District policies, procedures, and organizational structure.

Ability to:
Map organizational and technical processes to eliminate redundancies and improve efficiencies.
Provide technical expertise in human resource management operations, systems and applications.
Effectively plan, schedule, and coordinate multiple projects, divisions and staff in a complex, fast-paced, multiple-priority work environment.
Operate a variety of technologies and software.
Stay current on new technologies and applications as they emerge.
Develop, understand, interpret, and apply technical material, rules, procedures, and policies.
Communicate technical concepts and procedures to a variety of technical and non-technical audiences.
Develop, modify and deliver user-friendly training.
Supervise projects in a computer technology environment.
Establish and maintain effective working relationships.

Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures.
Direct, manage and evaluate the work of assigned staff.
Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.
Deliver a high-level of customer service to district stakeholders.
Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Maintain confidentiality and demonstrate discretion, initiative and good judgment.

Education, Training and Experience:
A Bachelor's degree in Business or Public Administration, Information Technology, or related field and four (4) years of experience working with Human Resources Management Systems and demonstrated proficiency in Microsoft Excel and Oracle PeopleSoft Human Capital Management or similar Enterprise Resource Planning software, two (2) years of which must have included experience serving in a supervisory or lead role, is required. Experience in K-12 public education or a large, multi-unit public sector organization is highly desirable.

An Associate of Arts degree in one of the identified majors and six (6) years of the required will substitute for the Bachelor's degree.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

Special Requirements:

Positions in this classification may require the use of a personal automobile and possession of a valid driver's license.

Positions in this classification may occasionally require variable work hours including evenings and weekends.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in a standard office environment with frequent interruptions.
Hazards: Potential conflict situations.
Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting, standing and walking for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.