

Position Identification			
Position Title	People & Culture Systems Specialist		
Position Replaces	n/a		
Position Level	Employee	Position Code	1219
Pay Band	Exempt Band 3	Date (last revised)	Mar-23
Supervisor Title	Supervisor, People & Culture Systems	Sup. Position Code	1694
Additional Requirement	CRC	N/A	
Exclusion Rationale	Yes	Flexible Work Arrangement	Flexible Work
Division	People & Culture		

Organizational Description
<p>BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.</p> <p>Our Mission: Delivering transportation services you can rely on</p>

Department Summary
<p>At BC Transit, we believe in creating an organizational people culture where employees feel empowered to not only do their best work but also take ownership in growing and developing their careers. We embrace differences, value diversity and inclusion, and support the notion that not everything has to be perfect the first time around. Safety, physical wellbeing, mental health and wellness are prioritized. People are trusted, respected and have clear purpose. Putting people first means we consider people in every business decision we make.</p> <p>The People and Culture Division exists to champion humanity, equity, and passion, one interaction at a time with the belief that our work really matters.</p>

Job Overview
<p>Reporting to the Supervisor, People and Culture Systems , the People and Culture Systems Specialist is responsible for the configuration, implementation, maintenance, and related support services for the HR/Payroll system and other related HR systems and technical tools from a functional perspective. Leads system enhancements by analyzing business requirements then designing, testing, and implementing solutions including modifications to existing functionality or new functionality with current systems. Creates and maintains documentation related to system</p>

configuration, data entry procedures and cross-functional processes, and provides training to ensure proper use of systems. Develops standard and ad hoc reports for the People & Culture Division and the organization. While this position has no direct reports, the People & Culture Systems Specialist provides day-to-day advice, guidance, front-line support, and direction to system users and stakeholders. This role is forward looking and regularly assesses the current and future technology needs of the People & Culture division.

Key Accountabilities and Expectations

Key Accountability	Expectation
<p>Technology</p>	<ul style="list-style-type: none"> • Manages and oversees the ePersonality HR/Payroll System (HRIS), maintains front-end system function and configuration including but not limited to leave policies, benefit and pension plans, payroll coding and processes, organizational structures, salary tables, time and attendance, employee self service, system variables, functional scripts and various other code tables. • Administers the cloud-based SAP SuccessFactors Talent Management suite in collaboration with functional business owners by coordinating regular releases, planning enhancements, maintaining the integrity of the HRIS two-way interface, updating role-based permissions, and logging support tickets and service requests as needed. • Serves as the primary contact for HRIS technical issues. Troubleshoots and resolves issues by: researching process and configuration flaws; identifying gaps, risks and dependencies; performing root cause analyses; and recommending solutions or alternatives. Escalates issues to IT and/or the system vendor when appropriate. • Plans, tests and implements modifications to the HRIS to accommodate changes to collective agreements (including mass updates), regulations and government legislation and in response to new and changing business needs. • Evaluates and tests HRIS upgrades, patches and fixes provided by the database software vendor. • Acts as a subject matter expert on divisional technology-related projects. • Works closely with various stakeholders to understand business processes, needs, and priorities and to identify opportunities for process improvements and efficiencies. • Ensures proper approvals are secured before implementing any system changes and that any impacts to users and stakeholders are communicated. • Creates and maintains formal documentation related to system configuration, data entry procedures, reporting and cross-functional processes. Regularly communicates system changes

	<p>and updates to users and other stakeholders at an audience-appropriate level.</p> <ul style="list-style-type: none"> • Manages business impact of information and systems changes, including leading the development and presentation of user training and communication materials. Coordinates meetings to resolve problems related to process changes and linkages. • Identifies and gathers reporting requirements to develop system-based or manual reports on a regular and ad hoc basis. Translates requirements from business to technical language and provides to IT staff for development of new or updated reports. • Works with colleagues to develop employee metrics, analytics and projections to address specific business issues generating information upon which business decisions may be based. • Promotes data quality and integrity by developing data entry standards for users, advising colleagues on data best practices and ensuring system-related processes work in support of the data and metrics framework. • Monitors and protects integrity of HRIS data by conducting regular data audits, resolving error logs, and maintaining a log of system changes. • Responds to a variety of information requests to address internal needs and to comply with legislative requirements.
Additional Duties	<ul style="list-style-type: none"> • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • University degree in Human Resources Management, information technology, computer science, or a related field. • Payroll Compliance Practitioner (PCP), Chartered Professional in Human Resources (CPHR) designation or business analysis would be an asset.
Experience	<ul style="list-style-type: none"> • Three years' experience as a system administrator for HR and/or Payroll systems, preferably in a unionized environment. • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Strong technical skills or aptitude, including knowledge of relational database systems, data management principles, data analysis and manipulation, and reporting tools. Knowledge of SQL would be considered an asset. • Solid written and verbal communication skills with ability to adapt style and content to various audiences using business or technical language as appropriate.

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| | <ul style="list-style-type: none">• Employing training and change management techniques to increase user acceptance of technology changes.• Systems analysis and project experience would be considered strong assets. |
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