



Office of Human Resources  
HR Technology and Innovation Director – CH2998  
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### General Statement of Duties

Provides strategic and operational leadership to the City's Human Resource Information Systems (HRIS) and data analytics functions. Duties include developing work plans and strategies for this function, planning for recurring events (open enrollment, merit, etc.) to ensure deadlines are met, interfacing with Technology Services to ensure systems are available and secured, planning system enhancements and providing technical expertise to the team of analysts.

### Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Classification and Compensation Director class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

### Essential Duties

Oversees HR technology strategy and direction, partnering with technology services.

Leads the system analyst's team to ensure that the computer systems that are necessary to perform the function of OHR are working as designed and that the processes run accurately and on time.

Develops work plans and strategies for this function, planning for recurring events (open enrollment, merit, etc.) to ensure deadlines are met. Interfaces with Technology Services to ensure systems are available and secured. Plans system enhancements and providing technical expertise to the team of analysts.

Oversees HR technology strategy and direction, partnering with technology services. Helps develop the overall strategy and works with the team to deliver on the strategy.

Serves as project manager for key initiatives within the OHR, ensuring successful and on time delivery.

Manages all office move add change activity, including office moves, procurement of desktop hardware and software. Recommends technologies appropriate for the organization within the scope of the department budget.

Leads the Analytic function within OHR. Directs staff and creates metrics, measurements and surveys that guide the management of the entire workforce. Leads the development of dashboards and presentations, oversees the creation and delivery of survey instruments designed to provide insight for use in evaluating programs and determining opinions that can be used to improve overall service delivery. Collaborates with the Peak Academy, Chief Performance Officer and TS in developing agency wide metrics.

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

Knowledge of HR management concepts, principles, and practices related to identifying and analyzing HR processes, translating functional requirements into technical requirements, and delivering and maintaining HR information systems.

Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

**Level of Supervision Exercised**

Directs a human resources division by supervising managers, supervisors, and may supervise individual contributors.

**Education Requirement**

Bachelor's Degree in Business Administration, Human Resources, or a related field.

**Experience Requirement**

Five (5) years of professional level human resources experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to long, irregular hours.  
Subject to pressure for multiple calls, inquiries, and interruptions.  
Subject to varying and unpredictable situations.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Oral Comprehension: Ability to discern the meaning of oral speech.  
Sitting: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
Education Check  
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-18**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 9/8/2024**

**Revised By: SO**

**Class History: 2/24/19: Updated Minimum Quals and other minor spec edits; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 7/28/24 – Revised pay grade per CN1814; 9/8/24 – Revised Job Family/Job Code.**