

POSITION DESCRIPTION



HR Systems Analyst

POSITION DETAILS

Position Title	HR Systems Analyst
Classification	HEW 7
Position Number	7015412
School/Office	People and Culture
Division	Operations

POSITION PURPOSE

This role provides advanced support and maintenance of the University's HR information systems, including configuration, troubleshooting, reporting, and account management. The HR Systems Analyst will drive the resolution of service requests from the business, with the assistance of the HR Systems Support Officer to ensure quick and effective resolution.

The role contributes to project improvement initiatives, as allocated by the Manager, HR Systems and Analytics. It works closely with the People Operations Improvement team to automate routine requests, develop AI solutions within HRIS and improve the capability and digital literacy of People and Culture staff in HRIS system functionality. This role liaises closely with the business, ensuring the needs of staff are met within our existing HRIS systems.

KEY ACCOUNTABILITIES

1. Configure and maintain HRIS modules, workflows, and reports in alignment with business requirements and compliance obligations.
2. Troubleshoot and resolve system issues, escalating complex matters as required.
3. Support system upgrades, testing, and integrations with HR and IT teams.
4. Provide data extracts, reports, and analytics to support HR operations and workforce planning.
5. Develop user documentation and deliver training to improve system capability across HR teams.
6. Monitor system usage and feedback, identifying opportunities for improvement.
7. Partner with HR and IT stakeholders to ensure HRIS solutions are reliable, user-friendly, and aligned to University priorities.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

1. Tertiary qualification in Information Systems, Business, HR, or related field, or equivalent experience.
2. Demonstrated experience in HRIS administration, configuration, or technical support.
3. Strong stakeholder management skills, problem-solving skills and ability to translate business needs into technical solutions.
4. Experience preparing reports and data extracts using HRIS and/or analytics tools.
5. Strong communication and stakeholder engagement skills.
6. Proven ability to meet deadlines and manage multiple priorities.

Desirable

1. Strong experience in supporting and maintaining Payroll systems.
2. Knowledge of platforms such as Ascender, SmartRecruiters, ServiceNow, Cornerstone, Culture Amp and Done Safe.
3. Exposure to process improvement, automation initiatives and/or AI use in HR.
4. Experience in higher education or public sector

KEY RELATIONSHIPS

- **This position reports to:** Manager, HR Systems and Analytics (HEW 9)
- **This position supervises:** Nil
- **Key internal relationships:**
 - Senior HR Systems Analyst
 - HR Systems Support Officer
 - HR and IT teams
- **Key external relationships:**
 - HRIS vendors and support providers

CHALLENGES

1. Balancing day-to-day system support with longer-term configuration and enhancement projects.
2. Managing high volumes of service requests and competing priorities.
3. Translating technical system functionality into user-friendly guidance for HR stakeholders.
4. Maintaining accuracy and governance across sensitive workforce data

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: