

As the Business Systems Analyst, you will support business units in utilizing and integrating Workday features and functionality to improve business processes.

### **JOB DESCRIPTION**

- Business Systems Analyst
- Works under the general supervision of the Business Transformation and Performance Manager.
- Serves in the Office of Strategy and Business Transformation and Performance in the Headquarters Office.

Serves as a functional/technical support point-of-contact for either (a) HCM and Payroll functions or (b) Financial Management functions. Provides program and business systems support, ensuring Workday HCM, Payroll or Financial processes function according to established guidelines. Supports Functional Leads with the configuration of activities for new functionality and enhancements within Workday. Ensures data integrity, configures and tests system changes, and provides report writing and data flows for process improvements. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Serves as a Workday subject matter and performance analyst ensuring data integrity, configurations, and testing of system changes; analyzes process and data flows for process improvement opportunities. Coordinates implementation of new Workday modules and updates, and bi-annual upgrades, and provides Workday day-to-day support.
- Partners with business users to define requirements and create solutions that will achieve department goals through utilizing Workday features and functionality to improve processes and the flow of information within the Airports Authority. Clearly communicates technical concepts in business terms.
- Assists/supports system administration tasks, including configuration/maintenance at both the domain and business process levels, ensuring the alignment with appropriate security groups. Identifies new user security roles and performs/supports quality audits.
- Provides end-user support; troubleshoots defects, bugs, and other system issues via research, testing, scenario re-creation. Recommends process or system workarounds where possible.
- Develops dashboards and reports, and provides report administration for custom reports for varied users.
- Monitors system performance for errors, and provides basic system performance issue troubleshooting.
- Defines, analyzes and documents functional specifications for new evolving business requirements.
- Works with business owners to identify process change requests and system enhancements.
- Leads the testing for Workday semi-annual upgrades, including the development of test plans, metrics, and other supporting documentation (i.e. scripts). Reviews release notes and assesses new features and impacts to business processes and basic changes in functionality. Partners with stakeholders in HR departments, Payroll, Supply Chain Management, Finance,

and/or Technology to create and maintain a roadmap and project schedule for delivering Workday semi-annual updates. Assists in the development of Workday training materials.

- Creates and maintains thorough, up-to-date, functional, and technical system documentation for customization and maintenance actions taken.
- Supports testing for Workday updates. Analyzes test results and verifies tested solutions align with requirements and designs. Participates in creating test metrics as defined in QA test processes and procedures in collaboration with IT.
- Performs other duties as assigned.

### **QUALIFICATIONS**

- Five years of progressively responsible experience in a primary business functional area (HCM/Payroll or Financial Management, exclusively).
- One of the five years of experience must include working with Workday system implementation and support, with emphasis on supporting one of the functional modules: HCM/Payroll or Financial Management.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of and ability to apply detailed understanding of functional area to the configuration and performance of Workday.
  2. Knowledge of test plans, test strategies, test cases and skill in hands-on systems testing and in guiding test teams and stakeholders through risks and issues.
  3. Skill in creating data reports, dashboards, and analytical metrics.
  4. Knowledge of and ability to apply Workday business process design.
  5. Ability to analyze system defects and inefficiencies and communicate the results effectively to the project team and stakeholders.
  6. Ability to perform complex analyses of test results, data and information and make recommendations.
- Ability to speak and write effectively, with emphasis on communicating technical issues to nontechnical audiences.
  - Skill in using a computerized project management system.

### **PREFERRED QUALIFICATIONS**

- Experience with Workday Report Writer.

### **EDUCATION**

- A Bachelor's Degree in Human Resources, Finance, Business Administration, or related field, or an equivalent combination of education and experience that totals four years.
- A fully equivalent combination of education and experience beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the five years of experience. For example, a master's degree may substitute for two years of experience.

### **CERTIFICATIONS AND LICENSES REQUIRED**

- None.

**NECESSARY SPECIAL FACTORS**

- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.