



Bock Consulting

Job Analysis

Job Title	Senior HR Business Technology Analyst	Worker	_____
DOT Number(s)	033-167.010	Claim Number	_____
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Lauren Smith	Date of Analysis	March 28, 2017

Job of Injury
 Transferable Skills Position
 New Job
 8 Hours Per Day
 5 Days Per Week

Job Description, Essential Functions, Tasks and Skills:



The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Maritime Division, and 3) Economic Development Division.

This job analysis is for a Senior HR Business Technology Analyst (“Analyst”).

The primary responsibility of the Analyst is to provide functional and business expertise in support of the Human Resources Department Business Technology Team’s mission to administer and manage the Port’s human resources information systems comprised of the Oracle Human Capital Management (“HCM”) system, and related applications.

Work Schedule and Location

The Analyst is scheduled to work Monday through Friday, 8:00 a.m. to 5:00 p.m. Work is typically performed at Pier 69, with periodic workdays or meetings at Sea-Tac Airport.

Tasks of the Senior HR Business Technology Analyst **System Administration**

- Provide front-line functional-troubleshooting for Oracle HCM application, with a focus on dealing with the more complex cross-module issues and functionality.
- Install, test and administer system patches, fixes and system updates delivered by Oracle and third party vendors.
- Provide advanced information retrieval and complex query development, ensuring the validity of the results.



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- Administer system security requirements and set-up for Oracle HCM applications.
- Provide functional expertise to business users and owners to assist in troubleshooting system issues.

Business Process Optimization

- Proactively analyze, research, recommend and lead initiatives to implement improvements to Port human resource business processes and process controls.
- Proactively identify, develop and implement internal systems controls to ensure system integrity.
- Proactively keep abreast of changing technologies and investigate new Oracle HCM software solutions in order to make recommendations for improvement to current business processes.



System Development and Implementation

- Assist in the development of business cases for new systems and/or functionality, in coordination with business owner and ICT.
- Contribute expertise to all Requests for Information (“RIF”) and Requests for Proposals (“RFP”) related to major HCM system implementations and/or upgrades.
- Plan system projects. Plan for:
 - Oversight and guidance during testing phases, data clean-up efforts, and process re-engineering.
 - Development of system documentation.
 - Training and organizational change management.
- Provide functional and technical expertise on Information, Communication and Technology (“ICT”) system projects, which include major system implementations and upgrades, along with small scale system projects, such as implementing new system functionality and enhancements, incorporating legally mandated changes, and creating/updating interfaces to third-party systems. Responsibilities include:
 - Requirements definitions.
 - Functional specification development.
 - Application configuration.
 - Partnering with ICT technical team when developing system customizations.
 - Performing system testing to ensure accuracy and effectiveness of changes.
 - Identifying system issues, and developing solution designs to address complex system challenges.
 - Documenting solutions.





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Communication

- Participate as a project-level team member in discussions of project progress, encountered issues, and potential solutions.
- Participate on the HCM Core Team. Share insights on issues related to setting strategic direction for the Port's use of enterprise resource planning ("ERP") systems and software, and coordinating and prioritizing system initiatives, and user functional involvement.

Training

- Develop tutorials and on-line training materials.
- Conduct training classes on the use of the Oracle HCM human resources modules.

Skills and Abilities Needed

- Broad knowledge of Human Resource Department functions, business processes, and data systems. Strong understanding of the interrelationships and interdependencies between compensation, benefits, workforce administration, and other core HR responsibilities.
- High-level technical expertise related to Oracle HCM systems.
 - Technical expertise related to implementing, upgrading and using Oracle HCM systems, including advanced ad-hoc query development and strong functional knowledge of system security roles and set-up.
 - Excellent troubleshooting skills, particularly in troubleshooting complex or cross-module system issues, requiring knowledge of system configuration and data stored in system tables.
 - Knowledge and understanding of evolving technical developments, and how new technology could support and benefit the business.
 - Expertise in the use of Oracle's UPK on-line training development tools.
- Ability to differentiate user requests from the underlying true needs, and distinguish ideas for solutions from requirements.
- Ability to arrive at sound opinions and conclusions using effective judgment and decision making skills, and advanced analytical, and problem solving skills.
- Ability to work proactively and independently, but also as part of a cross-functional team.
- Strong leadership and project management skills.
- Ability to evaluate information gathered from multiple sources, reconcile conflicting information, breakdown high-level information into components, and summarize component-level information to help others gain an understanding of larger concepts.
- Excellent written and verbal communication skills. Excellent interpersonal skills. Ability to explain complex ideas.
- Ability to lead training sessions for small or large groups of employees. Ability to lead change management associated with complex, integrated management information systems.
- Excellent organizational and time management skills.
- Ability to work with attention to detail and accuracy.



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- Ability to multi-task and manage competing priorities and deadlines.
- Proficiency with Microsoft Office applications, including Word, Excel, and PowerPoint.

Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computers and computer accessories.
- Various software applications (Oracle HCM system and related applications, Microsoft Office applications, SharePoint, internet browser software, and other applications).
- Computer bag or backpack.
- Printer/copier/fax machine.
- Multi-line telephone.
- General office supplies, including binders, file folders, printer/copy paper, pens, boxes, notepads, stapler, and document organizers.
- General office equipment, such as desk, chair, file cabinets, shelves, and other items.
- Vehicle (personal or Port).



Education / Training:

Minimum Qualifications:

- Bachelor's Degree in Business, Human Resources, Information Technology, or related field and;
- Eight (8) years of experience as a functional analyst with complex automated human resource systems (such as Oracle HCM applications), including experience with system implementations, upgrades, maintenance tasks, system configuration, query development, and security administration.
- Must have a valid Washington State Driver's License, or the ability to obtain one.

Preferred Qualifications:

- Oracle HCM HR Functional Analyst (9.0 or higher).
- Oracle HCM experience implementing and managing ePerformance and Variable Compensation, Profile Management, and Succession Planning.
- Experience with HR business process analysis and improvement.
- Project management experience for both technology and business process optimization projects.
- Experience developing and delivering adult education training materials.

Per the Dictionary of Occupational Titles (DOT):

033-167.010 Computer Analyst – Specific Vocational Preparation (SVP): 7 (From two to four years).



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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Continuously = Occurs 66-100% of the time.	Occasionally = Occurs 1-33% of the time
Frequently = Occurs 33-66% of the time.	Rarely = May occur less than 1% of the time.
Never = Does not ever occur.	
Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Continuously
Understanding and solving problems involving math and using the results.	Continuously
Using technology/instruments/tools & information systems.	Continuously
Working with two and three dimensional formats.	Rarely
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Occasionally
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously
Learning & Processing	
Effectively learning and mastering information from classroom training.	Continuously
Effectively learning and mastering information from on-the-job training.	Continuously
Learning from past directions, observations, and/or mistakes.	Continuously
Using common sense in routine decision making.	Continuously
Recognizing and anticipating potential hazards and taking precautions.	Continuously
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Continuously
Determining and following precise sequences.	Continuously
Coordinating and compiling data and information.	Continuously
Analyzing, synthesizing data and information.	Continuously
Tasking and Planning	
Performing repetitive or short-cycle work.	Rarely
Working under specific instructions.	Continuously
Completing complex tasks.	Continuously
Directing, controlling, or planning for others as necessary for basic tasks.	Rarely
Directing, controlling, or planning for others as necessary for complex tasks.	Rarely
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Frequently



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Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Continuously
Maintaining emotional control and organization under increased stress.	Continuously
Maintaining socially appropriate affect, temperament, and behavior.	Continuously
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
Working independently and/or unsupervised.	Continuously
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Continuously
Responding effectively to emergency situations.	Never

Frequency Designations: Required Beneficial Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
Maintaining predictable and reliable attendance each work shift.	Beneficial
Being punctual.	Beneficial
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Not Necessary
Adjusting to a flexible schedule of work days and or shifts.	Beneficial



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PHYSICAL DEMANDS

N/A: Not Applicable

S: Seldom (1-10% of the time)

O: Occasional (10-30% of the time)

STRENGTH: Sedentary Light
 Frequency

F: Frequent (30%-70% of the time)

C: Constant (Over 70% of the time)

WNL: Within Normal Limits (talking, hearing, etc.)

Medium Heavy Very Heavy
 Comments

Sitting	C	Working at desk, working at airport location, and participating in meetings.
Standing	S	Picking up printouts, making copies, sending fax, gathering items from shelves above desk, reloading paper in printer/copier, gathering office supplies, and potentially if disconnecting laptop computer to take to off-site work location.
Walking	S	Walking in the immediate work area to go to printer/copier or fax machine, and to gather office supplies. Walking to supervisor's office or conference room.
Lifting (up to 10 pounds)	S	Paperwork/documents, office supplies, laptop computer (4-5 pounds), ream of paper (5 pounds), binders of documents (3-7 pounds), 2 reams of paper (10 pounds), and computer bag/backpack with computer (10 pounds).
Carrying (up to 10 pounds)	S	Paperwork/documents, office supplies, laptop computer (4-5 pounds), ream of paper (5 pounds), 2 reams of paper (10 pounds), and computer bag/backpack with computer (10 pounds).
Pushing/Pulling (up to 10 pounds)	S	Opening/closing drawers and covers on shelves in work area, and reloading paper in printer/copier.
Climbing Stairs/Ladders	N/A	Elevators are available to reach work area.
Work at Heights/Balancing	N/A	
Bending at Waist	O	Reaching for items on desk, filing or retrieving items in drawers below waist level, picking up printouts, making copies, sending fax, reloading paper in printer/copier, gathering office supplies, and potentially if disconnecting laptop computer to take to off-site work location.
Bending Neck	C	Working on computer, working at desk, communicating with supervisor and other co-workers, and participating in meetings.
Twisting at Waist	N/A-S	Potentially if reaching for items on desk, or communicating with supervisor and other co-workers.
Crouching/Kneeling	N/A-S	Rare. Potentially if retrieving item under desk, or gathering items stored below waist level.
Stooping	N/A	
Reaching (floor to waist)	S	Picking up printouts, filing or retrieving items in drawers below waist level, gathering items stored below waist level, reloading paper in printer/copier, or retrieving item(s) under desk.



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Reaching (waist to shoulder)	F	Using computer mouse, reviewing documents, processing paperwork, reaching for items on desk, opening/closing covers on shelves in work area while standing, pulling items from or placing items on shelves in work area while standing, picking up printouts, making copies, sending fax, and potentially if disconnecting laptop computer from peripherals to take to a meeting.			
Reaching (over shoulder)	S	Opening/closing covers on shelves in work area while sitting, pulling items from or placing items on shelves in work area while sitting, and reaching items stored above shoulder level.			
Driving	N/A-S	Potentially if driving to work at an off-site work location.			
Foot Controls	N/A-S	Potentially if driving to work at an off-site work location.			
Handling/Grasping	O	70	% Pinch Grasp	30	% Whole Hand Grasp
Fine Finger Manipulation	C	Using computer mouse, reviewing documents, processing paperwork, and writing.			
Keyboarding	C	Locating data sources/tables, performing data queries, performing troubleshooting steps, installing and testing system patches, fixes and updates, conducting research, preparing planning documents, preparing input/responses to RIFs and RFPs, preparing system documentation, configuring system components, preparing training materials, preparing reports, and preparing and responding to emails.			
Repetitive Motion	C	Using computer mouse and keyboarding.			
Writing	S	Taking notes, and editing documents.			
Talking	F	Communicating with supervisor and other co-workers, internal customers, and other stakeholders.			
Hearing	F	Communicating with supervisor and other co-workers, internal customers, and other stakeholders.			
Seeing	C	Normal or corrected vision.			
Normal Job Site Hazards	S	Limited – office work.			
Expected Environmental Conditions	C	Work is performed in climate controlled office space or conference room settings.			

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective quantifiable data. For this reason, a "best estimate" may have been used when reporting physical demand frequencies.

Analysis was done on the job site? Yes No

Job Analysis Reviewed By:

Lauren Smith and Kari Endicott

Completed by Vocational Provider

Brice York, B.A., CDMS

Date March 28, 2017

Signature of Vocational Provider



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FOR PHYSICIAN’S/EVALUATOR’S USE ONLY

- The injured worker can perform the physical activities described in the job analysis and can return to work on _____
- The injured worker can perform the physical activities described in the job analysis on a part-time basis for _____ hours per day. The worker can be expected to progress to regular duties in _____ weeks/months.
- The injured worker can perform the described job, but only with the modifications/ restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent
- The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent

COMMENTS:

Date _____ Physician’s/Evaluator’s Signature _____

Physician’s/Evaluator’s Name Printed _____

PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:

Port of Seattle Employee Health & Safety Department at (206) 787-3406