The University of Wisconsin System is one of the largest systems of public higher education in the country and employs more than 40,000 faculty and staff statewide. The UW System institutions’ combined headcount enrollment exceeds 175,000. Together, these institutions are a tremendous academic, cultural, and economic resource for Wisconsin, the nation, and the world.

This IS Specialist position supports Human Resources System (HRS) and related business processes at the University of Wisconsin System Service Center. HRS provides human resources, payroll, benefits, and related finance services for all campuses and institutions in the UW System using PeopleSoft Human Capital Management Software. The working title for this position is HRIS Business Process Specialist.

Employees in this position work independently under a general level of supervision having acquired a broad level of business knowledge related to technical support for HRS and processes within the Service Center.

**MAJOR RESPONSIBILITIES**

If you are selected for this position you will be responsible for:

- Customer support of HRS and related business processes for all UW institutions.
  - Interact and assist customers in order to troubleshoot problems and obtain information from the end user.
  - Guide institution end-users in the resolution of outstanding errors or incomplete transactions.
  - Identify, research, evaluate and recommend technical and/or business process solutions on problematic issues, trends and patterns. Research and interpret regulations and statutes and develop policies and procedures for application within the system and related business processes.
  - Make recommendations for additional training/communication opportunities.
  - Analyze and perform complex edit adjustments, corrections, and/or balance transfers within HRS.
  - Support business programs and operations for cyclical operational events.

- Elicit business needs and requirements from our institution stakeholders. Build strong relationships with institution personnel in order to understand and support business processes in the HRS system.
  - Recommend and promote changes in the system and related business processes as needed to stay current with customer needs.

- Support implementation of enterprise level changes within HRS and the related highly integrated cross-functional business processes.
  - Identify and work through the details of business rule changes and the implementation impact to the various operational business processes.
  - In conjunction with the communications and training team, create, review and update the business process and user training documents stored in the Knowledge Base repository.

**MINIMUM QUALIFICATIONS**

In order to be considered for this position, a candidate must have:

- An Associate degree in a related field or equivalent experience.
- Two years of experience in HR, Payroll or Benefit business processes or working within an integrated HRIS software system.
- Demonstrated strong analytical, problem solving, and judgement skills.
**Preferred Qualifications**
A well-qualified candidate will also have:
- Working knowledge of HRIS or related technology.
- Experience working in a fast-paced customer service focused setting.
- Experience troubleshooting and providing HRIS technical support to end users and various team members throughout the organization.
- Experience conducting independent research, interpretation of policies, business rules & regulations.
- Experience developing procedure documentation to support system changes
- Higher education experience.

**Conditions of Employment**
This is a full-time, exempt academic staff position. Salary is between $49,000-62,400 annually and will be commensurate with the candidate’s qualifications and experience. UW System employees receive an excellent benefits package: [Summary - Faculty, Academic Staff & Limited Appointees](#). Please see this link for total compensation information: [UW System Total Compensation Estimator](#). The UW System conducts criminal background checks for final candidate(s).

**Application Instructions**
To ensure full consideration, complete applications must be received by THURSDAY, NOVEMBER 30, 2017. However, applications may be accepted until the position has been filled.

1. Go to the UWSA Applicant Portal to submit your materials online. The web address is: [https://www.wisconsin.edu/ohrwd/uwsa/careers/current-jobs/apply/](https://www.wisconsin.edu/ohrwd/uwsa/careers/current-jobs/apply/)
2. Select the appropriate applicant portal, either External Applicants or Internal Applicants.
3. Locate the position you want to apply for and click on the position.
4. Follow the onscreen instructions, however, when you get to the Resume/Curriculum Vitae step, do the following.
   a. Click on, “Attach Resume” and upload **one (1) single pdf document** containing **ALL** of the following listed components (failing to include any of the components may disqualify your application from consideration).
      i. Cover letter specifically addressing how your education and experience relate to the position and qualifications described in this job announcement. Be sure to emphasize the areas outlined under “Minimum Qualifications.” (2 pages maximum)
      ii. Comprehensive resume.
      iii. Reference page containing the names, addresses, e-mail addresses, and phone numbers for at least three professional references with at least one a supervisory reference.
      iv. A statement of whether you wish to have your application held in confidence or made available to the public upon request. Please note that in the absence of any statement regarding confidentiality, we will assume you do not wish to have your application held in confidence. [The University of Wisconsin System will not reveal the identities of applicants who request confidentiality in writing, except that the identity of the successful candidate will be released. See Wis. Stat. sec. 19.36(7).]
5. You will NOT upload any other documents under the other buttons. All documents must be uploaded as one (1) comprehensive pdf document.
6. Submit your application.

Questions may be addressed to: Wanda Manning, HR Generalist, UW System Human Resources, at [wmanning@uwsa.edu](mailto:wmanning@uwsa.edu) or (608) 262-1680.

The University of Wisconsin System Administration is an affirmative action/equal opportunity employer and actively seeks and encourages applications from women, minorities, and person with disabilities.