Job: IT Human Resources Subject Matter Analyst

Date of Issue	June 2025	CBU	UMPSA
Position No.	00021586	Job Family	1-Info Technology
Department	SITCES	FLSA	Exempt
Campus	University Services	Wage Grade	06

Primary Purpose of Position

The IT Human Resources Subject Matter Analyst is responsible for collaborating with key stakeholders across the campuses and within Information Technology to support the tools that facilitate Human Capital Management (HCM) processes throughout the University of Maine System (UMS). This role focuses on supporting critical technology solutions, particularly in the areas of Recruiting, HR, Payroll, Time and Labor, and Benefits, utilizing platforms such as PeopleSoft HCM and Oracle Fusion Cloud Recruiting.

The analyst will work closely with users and administrators system-wide to deliver scalable, long-term solutions by utilizing the features, functions, and best practices of the supported systems. This role requires a strong understanding of available tools and technologies, and applying them to meet the business process needs of the Human Resources and Payroll departments. Additionally, the position will collaborate with other IT staff to manage key support issues, assess and implement new features, and participate in new product rollouts.

Essential Duties

1. Serve as an escalation point for complex technical issues related to Human Resources, Payroll, and Benefits processing.
2. Collaborate closely with other IT staff to troubleshoot and resolve issues reported by functional stakeholders.
3. Perform or assist campus stakeholders with specific tasks, such as recruiting configuration and PeopleSoft HCM environment setup.
4. Lead discovery efforts to evaluate and recommend adoption of new and/or understand HCM features in supported applications, based on the functional business needs of the University.
5. Act as a functional liaison between Information Technology, UMS/Campus HR, and Payroll offices.
6. Understand data relevant to stakeholders and generate reports and provide analysis related to the University's HCM systems.
7. Participate in and support planning activities for key operational events, including upgrades, patches, PUM updates, and related processes.
8. Serve as a resource to multiple IT groups and functional teams on implementations that impact HCM and Payroll processing.

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9. Stay current on PeopleSoft HCM, Oracle Fusion Cloud Recruiting, and other supported platforms, including new features, products, and solutions, and communicate potential impacts or opportunities to campus and IT stakeholders.
10. Remain informed about business processes related to HCM, including legal or regulatory changes, emerging industry trends, and best practices from higher education advisory groups and organizations.
11. When applicable, use relevant tools and programming languages in relation to supported applications.

Nonessential Duties
Perform other duties assigned.

Supervisory Responsibilities
None.

Reporting Relationship
Reports to the Executive Director of ERP Services.

Knowledge, Skills, and Abilities
Required:
- Strong understanding of HCM and Payroll business processes, with the ability to assess stakeholder needs and design effective system-based and best-of-breed tool solutions.
- Demonstrated ability to engage with a wide range of stakeholders, gather requirements, and translate them into actionable technical or functional solutions.
- Excellent analytical, organizational, and communication skills, both verbal and written.
- Strong customer service orientation, with the ability to communicate effectively with end users to assess needs and troubleshoot issues.
- Skilled in delivering effective training on complex topics to users with varying levels of technical understanding.
- Ability to plan and organize work efficiently to manage time and meet responsibilities and deadlines.
- Innovative thinker with a demonstrated ability to leverage existing and emerging technologies to create new, practical solutions to meet evolving business needs.
- Highly adaptable and able to respond positively to change, learn new technologies quickly, and adjust effectively to shifting strategies, priorities, or assignments.
- Strong problem-solving and decision-making skills, including the ability to evaluate outcomes, refine approaches, and apply lessons learned.
- Effective collaborator and leader, capable of coordinating efforts across multiple groups to achieve shared objectives.

Preferred:
- Familiarity with Administrative Support within the University of Maine System.

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- Understanding of PeopleSoft and Cloud tools such as P-Query, OTBI, and BIP.
- Knowledge of project planning and implementation practices.

Qualifications

Required:
- Bachelor's degree or an equivalent combination of education and relevant experience.
- Five years of related experience supporting and/or working with PeopleSoft HCM, Oracle Fusion Cloud Recruiting, or similar systems.

Preferred:
- Experience in Higher Education.
- Experience supporting PeopleSoft HCM in a higher education environment.
- Experience as a group leader implementing and supporting enterprise application software.

Note: University Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.

Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

Employee: _____ Date: _____

Supervisor: _____ Date: _____