

YORK UNIVERSITY
Department of Human Resources
Job Posting – CPM (Confidential, Professional and Managerial Employees)

Position Title: Administrator, Talent Sourcing System	Job Code: 950648
Reports To: Manager, People Planning	Grade: D
Faculty/Department: Human Resources	

I. JOB PURPOSE:

As a member of the People Planning team, reporting to the Manager, People Planning, the Administrator, Talent Sourcing System, ensures the delivery of an exceptional talent acquisition experience for the York University community and candidates for the hiring of non-academic staff.

The Administrator, Talent Sourcing System is responsible for the administration, maintenance, and security of the ATS and related workflows in support of an exceptional talent experience. This role provides oversight of the system and processes needed to meet the objectives of the non-academic talent sourcing and hiring lifecycles. Acts as the liaison between the People Planning team, functional and technical user groups and the vendor to support continuous functional business requirements definition, analysis, and validation of system functionality. When changes are identified, will perform full cycle user acceptance testing to ensure solution meets established business requirements. This position is also responsible for coordinating related audit maintenance procedures, upgrades, system enhancements, applying consistent methodology, issues management, system-wide and ad hoc reporting as well as user training, and general assistance. This position will liaise with technical groups in support of new or existing system interfaces.

This role will generate and run reports to provide data and metrics to inform and support strategic sourcing actions and decisions and will partner with the team to help inform the development of talent pools across the institution in support individual Faculty/Department goals, plans, and objectives. This role will assist in conducting external market research on emerging trends and practices as they relate to sourcing as well as help to enable our sourcing and social media goals and objectives.

2. MAJOR DUTIES:

System Administration and Maintenance:

- Responsible for the administration, maintenance, and security of the talent (applicant) sourcing and hiring system, including coordinating related audit maintenance procedures, upgrades, system enhancements, applying consistent methodology, identifying, and maintaining issue escalation processes, system-wide and ad hoc reporting, user training, and providing general assistance.
- Manages the day-to-day user requests and inquiries from various internal and external users.
- Provides oversight and guidance to the “Super Users” relating to the development, configuration, and testing of the system.
- Assesses the current system and processes and provides guidance, ideas, and solutions to team members including creation and changes of/to workflows, templates and system set up and making recommendations for product enhancements.
- Partners with HRIM and UIT for items related to: Systems Integration – PeopleSoft, Single Sign On (SSO) and changes related to rules, collective agreements, and interface requirements.
- Manages and maintains system rules, structure, and framework to ensure system and data integrity and manages role-based security set up.
- Manages quarterly service pack releases from the vendor – reviews release, develops test cases and identify impacts to integration and downstream impacts.
- Creates, consults, and executes testing plans for systems changes including preproduction/production testing, setting up testing groups, testing cycles, creating test scripts, smoke tests, etc.
- Manages and supports internal and external audit processes (e.g. Information Security, Internal Audit, etc.)
- Manages continuous improvement and review for the system- based on issue logs and feedback from the team and all user groups.
- Provides hands-on support, as required, to participate and/or deliver end-user training, and acts as a Liaison with the departments to provide technical support to user groups.
- Manages Faculty/Department user expectations of the application and troubleshoots system problems as it pertains to end user application and report areas.

- Conducts ongoing review and enhancements of system noting system issues and requirements and liaises with technical support (vendor) to request enhancements and manage system upgrades, enhancements, and add-ons as necessary.
- Maintains and ensures data integrity within system, updates to candidate profiles.

Continuous business process review and redesign:

- Proactively (trends, analysis, etc.) and reactively responds to, manages, and resolves or mitigates system and process issues.
- Engages and consults regularly with stakeholders (UIT, HRIM, TAD, Clients) to collect feedback from system users to enhance, modify or improve the system.
- Ensures systems documentation (including workbook, SOP's, workflows, and system maps etc) are up to date and reflective of system current state; creating new materials as needed to ensure consistent and transparent ongoing operations.
- Conducts environmental scans to recognize current and future impacts to the system and its workflows due to legislation, collective agreements, and other internal/external factors.

Metrics, Reporting and Analytics:

- Develops reports in support of central teams in HR and USC as well as in support of Faculties and Departments in consultation with USC and People Partners.
- Gathers system or other related sourcing and hiring data for general and/or ad hoc reports; develops new system reports based on the needs of the team and those we support.
- Analyzes systems data/reports to ensure optimal system usage; to minimize bottlenecks/delays in processes related to talent acquisition lifecycle; to support sourcing/advertising spend, pipeline development, quarterly and annual reporting.
- Supports the preparation of reports within the system to analyze, monitor, measure, and improve acquisitions factors such as identifying most effective recruitment sources, analyzing recruitment trends and challenges in effort improvement of sourcing/talent acquisition efforts.
- Compiles information for acquisition-related grievances, as requested by Employee Relations and prepares union responses/reports as per the collective agreement and as requested; and
- Generates and delivers required ongoing institutional reporting on a regular or as requested basis

Sourcing, Talent Pool Development, Employer Branding:

- In partnership with the People Planning team, formulates and recommends plans to maximize employer brand exposure by identifying and utilizing effective sourcing methodologies such as job boards, social media, associations, market intelligence, and fosters relationships with employment partners, to attract both active and passive candidates, and create a talent pipeline for current and anticipated staffing requirements.
- Supports the identification of niche sources and methods of outreach for hard to fill skill sets/roles and continuously researches and makes recommendations on new candidate sourcing avenues and techniques, particularly for hard-to-find skill sets, and proactively builds candidate pools for common or niche skill sets.
- Manages presence on social media sites/career pages and liaises with team to ensure applicable/relevant for current workforce needs, and partners in the promotion of employment branding. Serves as an ambassador to promote the University's position as an Employer of Choice. Participates in and assists to create/refresh branding presence on websites, intranet, etc.
- Partners with the Consultant, People Planning to identify and coordinate presence at various talent/sourcing events and conferences consistent with current and future talent requirements; connects with the community through outreach initiatives (participate in job fairs, networking events) to promote awareness of the hiring processes and employment opportunities at the University.

Other Duties May include:

- Providing ad hoc support to the People Planning function, as needed, including:
- Participating on special projects as required.

3. SUPERVISORY RESPONSIBILITIES:

This position does not have any supervisory responsibilities.

4. PERSONAL CONTACTS:

a. Level of Contacts within the University
Candidates/York University Employees

Purpose
Responding to general inquiries from staff,

Line Managers, Executive Officers, Administrative Officers, VP Offices	promoting York as an Employer of Choice, placement in talent pools, jobs skills testing, etc.
Compensation	To communicate and assist with acquisition processes within the ATS and from a sourcing perspective.
HRIM/UIT	Work with Compensation to coordinate the flow of information during the acquisition process.
ATS Users	Partner with, provide feedback to and collaborate on matters related to systems integration (ATS and PeopleSoft).
	To provide training, identify technology opportunities, implement technology, prepare functional business requirements, recommend changes for ongoing and new system projects. Participates in business process redesign and re-engineering.
b. Type of Contacts Outside the University External applicants/Job Fairs	Purpose Responding to general inquiries from applicants, promoting York as an Employer of Choice, placement in talent pools, jobs skills testing, etc.
System Vendors	Request enhancements and manage system upgrades, enhancements, and add-ons as necessary.
Other Universities/Employers	To compare York's practices with others, benchmark and gather best practices.

5. DECISION MAKING:

It is expected that the incumbent will act somewhat independently within the scope of the job responsibilities and exercise a high degree of initiative. For novel or complex requests, the Administrator, Talent Sourcing System will work in partnership with the Manager, People Planning.

The incumbent is accountable for the effective use of the system and makes assessments regarding the effectiveness of existing business processes and workflows to maximize the functionality of the system. The incumbent must be able to recognize potential system problems which require further action.

Judgment, priority setting, a high degree of accuracy, attention to detail and a high personal standard of performance are required in all aspects of the duties performed, along with a good understanding of the applicable collective agreements, SOPs and applicable legislation. Contacts at all levels require discretion, courtesy, sensitivity, and reliability. Continuous exposure to highly sensitive and confidential material requires a high degree of integrity.

6. DIRECTION RECEIVED:

General direction from Manager, People Planning and Director, People Planning.

7. FINANCIAL/BUDGETARY CONTROL:

This position does not exercise any financial or budgetary control.

Other major accountabilities, e.g., information, materials, buildings, equipment, etc.

This role will ensure system operation and integrity including workflows/processes and the data contained within. Ensuring system security by enforcing user permissions according to the permissions agreed to and set up within the system.

Keeping workflows, workbooks, SOP's and training material up to date and reflective of system/workflow content.

Due to the confidential nature of the data in the system, this role will need to determine to whom and how much information is provided with respect to the system as well as applicant and demographic data.

8. QUALIFICATIONS:

A. Educational Requirements:

Relevant post-secondary education or comparable education and experience.

Please note: This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

B. Experience Requirements:

3 years related systems administration (ATS or similar ERP preferred) experience including user permission/security, system workflows and systems testing, as well as customer facing support in a Human Resources environment, ideally in a similar unionized environment supporting a talent acquisition function.

Experience with systems configuration, rules and methodologies; full cycle systems testing, query development, data collection and reporting. Experience supporting a talent sourcing system or function is preferred.

C. Skills (Specialized knowledge):

Knowledge:

- Excellent knowledge of applicant tracking systems back and front end (or similar ERP) including emerging trends
- Solid understanding of standard system testing cycles is required as well as understanding of systems architecture and integration between systems.
- Knowledge of reporting methodologies and experience with general and ad hoc report development, including query-based reporting techniques
- Knowledge of talent acquisition-related theories and practices and trends including its application to social media, sourcing strategy and outreach initiatives
- Knowledge of talent acquisition-related legislation and collective agreement exposure and application of their requirements

Skills:

- Demonstrated skills in administering and maintaining a large, complex ATS (or similar ERP) and experience recommending and implementing efficient and effective business system solutions.
- Strong data analysis and reporting skills using query, MS Excel and MS Access
- Exceptional technical proficiency in various platforms including MS Office, ERP or Talent Sourcing systems and reporting tools
- Experience in end-to-end systems testing including detailed documentation of test results.
- Proven ability to successfully complete tasks and projects of varying magnitude and complexity. Ability to participate in multiple projects with competing priorities and strict deadlines.
- Ability to train super users and local users on the system and changes to the system.
- Solid team player, capable of working independently and in a team atmosphere. .
- Exceptional customer service skills and ability to communicate in a professional and courteous manner with all individuals in a diverse, multicultural environment.
- Ability to communicate effectively to key stakeholders across the university including employees, prospective candidates, and Hiring Managers and HRBP's.
- A pro-active mindset and a high level of initiative.
- Strong interpersonal skills, with the ability to build rapport with a diverse group of individuals. Able to deal courteously and effectively with people at all levels.
- Excellent verbal and written communication skills (e.g. to elicit accurate information and to respond to inquiries).
- Ability to prioritize and organize in a fast-paced, high volume environment.
- Strong independent decision making and problem-solving skills and exceptional attention to detail.
- Able to maintain a high level of confidentiality.
- Able to work independently and to perform effectively as a member of a team.
- Able to exercise tact and diplomacy and deal with people in a calm and effective manner in sensitive situations.

9. THE WORK ENVIRONMENT AND THE PHYSICAL/SENSORY DEMANDS:

Normal working conditions.

Ability to work on multiple priorities and projects and to operate within deadlines.

Prolonged visual and audio attention. Extensive computer-oriented work that may require long hours and /or weekend work to accommodate project/system deadlines.