

BENEFITS TECHNICAL ANALYST

Function of Job:

Under general supervision of responsible official, provide comprehensive analytical support for technical aspects of all benefit programs, including interfaces, functional specifications, enhancements, upgrades and modifications to benefit information systems/applications; assist in the design and implementation of benefit plans, programs, and procedures, including documentation and training; apply benefit knowledge to solve problems related to business processes; ensure legal compliance in technical applications.

Characteristic Duties and Responsibilities:

1. Provide technical expertise for upgrades, interfaces, enhancements, and modifications to benefit areas in the Human Resources Information Systems (HRIS) and vendor applications and ensure compliance with applicable federal/state laws and regulations in all technical applications.
2. Analyze proposals, make recommendations regarding solutions, configurations and dependencies, and options; write functional specifications for HRIS and vendor applications, and collaborate with HRIS experts, staff, and users to reach departmental objectives.
3. Collect and document requirements regarding requests for technical enhancements to benefits in existing human resources systems and management reporting environment.
4. Responsible for planning, recommending, testing and implementing HRIS system and vendor application improvements and enhancements to benefits and assist in other HRIS areas as needed.
5. Create and maintain reports to provide benefit data and employment management information from HRIS system and vendor applications for on-going data and ad hoc requests.
6. Acts as liaison for all benefit related information to central administrative offices, campus Human Resource offices, and chief executive/administrative officers, and provide consultation on benefit policies and procedures, including employment management as needed.
7. Using knowledge of benefits, business processes, and technical expertise, identify, troubleshoot, analyze, and resolve problems in the HR/Benefits area, which may involve collaboration with vendors.
8. Design and maintain training materials for benefit areas and provide training as assigned.
9. Lead benefit projects to plan and manage the building, testing, and deployment of technical solutions.
10. Provide specialized calculations as needed, such as those for retirement contributions.
11. Design, implement, and monitor automated processes to ensure data integrity among all systems/applications, including employee benefit billing and events scheduling, and apply audit reporting solutions as required.
12. Develop and maintain technical documentation for benefits area.
13. Participate in institutional professional development and training.
14. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree in Human Resources, Information Systems, or related area and five years of experience in human resources, information systems, business and/or related experience.
2. Knowledge of benefit programs and trends.
3. Project management experience.
4. Knowledge of federal and state statutes and regulations related to benefits and employment.
5. Strong analytic and problem solving skills with the ability to understand complex systems and processes.
6. Broad-based information technology experience, including benefit applications.
7. Effective communication, interpersonal, and organizational skills.

Additional Desirable Qualifications

1. Experience working with benefit plans and vendors.
2. Training experience.
3. Analyst experience with a large Human Resources Information System.

System Approval

10/18/10
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.