

## **HRIS Training/ Help Desk Team Lead**

1 – Acting Position

### **Information Technology Services**

Schedule II, Level 6

(Non-Union – 12 Month)

\$76,718 - \$92,072

**(It is anticipated that the acting assignments will end on August 31, 2023)**

**The Toronto District School Board adheres to equitable hiring, employment and promotion practices.**

*Reporting to the HRIS Systems/Project Manager, the HRIS Training/Help Desk Team Lead will be responsible for hiring, leading and supervising a team of Trainers/Help Desk staff to support the HR/Pay System and other related systems such as Smart Find Express.*

*Partnering with TDSB business owners the HRIS Training/Help Desk Team Lead will:*

- *Design and develop adult learning solutions for TDSB HRIS end users;*
- *Identify learning, documentation and communications requirements and objectives;*
- *Assess the SAP development needs of employees/departments;*
- *Promote process and procedural issues;*
- *Develop long-term training strategies for TDSB for SAP and related systems users;*
- *Consult on an on-going basis with the business owners to identify the need for support services, determine suitability of ongoing programs and training methodology;*
- *Coach Training Team through the phases of training (analysis, design & development, delivery, follow up and evaluation) to maximize learning and development within the areas supported;*
- *Co-ordinate the first and second level Help Desk support to HRIS end-users;*
- *Co-ordinate training for employees of TDSB in the HR/Payroll system and other related systems such as Smart Find Express; including various modes of training delivery, writing training materials, all registrations of participants (booking rooms, scheduling, attendance, employee achievements) and evaluation.*

### **Summary of Duties:**

- Responsible for leading and supervising a team of Trainers/Help Desk staff to support the HR/Pay System and other related systems such as Smart Find Express;
- Determine, in collaboration with HRIS team, unit goals, objectives, shared vision and develop work plan;
- Participate in interviews and selection of staff, review competency of staff, develop entry plans and training plans for staff;
- Monitor and evaluate staff performance and provide feedback;
- Ensure that resources (human, financial and material) are allocated and effectively managed;
- Forecast team needs, demand for services and resource requirements;
- Ensure successful delivery of the communication, documentation and training of all Employee Services software applications including SAP HCM and SFE applications through coordinating implementation tasks and working with HRIS Managers and Team Leads to lead a team in the areas of communications, documentation, training and help desk responsibilities;

- Develop, create, recommend and implement strategies to achieve proficiency levels with respect to end users utilization of the Human Resource/Payroll system;
- Accountable for identifying and recommending the acquisition of Employee Services training material, customizing and assembling of training material to meet the requirements of the TDSB and developing of courses and training material;
- Responsible for providing two-way internal and external communications within and across other teams, through all levels of the Board and throughout the user community;
- Lead the development and maintain course outlines and training materials;
- Identify the groups of users who will require training and determine the training required for each group based on roles and responsibilities;
- Direct the customization and development and maintaining of documentation for SAP HCM application including online help, user manuals, installation guides, brochures, technical notes, setup guides, surveys, newsletters, etc. to meet the requirements of the TDSB;
- Guide, research, write, review, update, revise, release, and maintain materials designed to assist users in using Employee Services products;
- Identify and recommend the media in which documentation is to be maintained (i.e., network, web and/or intranet);
- Report any issues that may impact the quality or delivery of documentation;
- Identify critical path for the Training/Helpdesk team projects and related activities;
- Monitor progress of implementation and developing contingency plans to deal with any issues for the Training/Helpdesk team tasks and related initiatives;
- Identify best practices to support successful completion of tasks within the Training/Helpdesk team;
- Conduct reviews, document recommendations for corrective actions and verify the effectiveness of the improvements;
- Deliver workshops, professional development training and conferences;
- Ensure adequate training facilities are available;
- Sit on related committees as member or as Chair/Co-Chair as required;
- Foster change management and training practices that inspire stakeholder commitment and build a shared vision that focuses on continuous improvement;
- Provide leadership in fostering equity and inclusiveness in the development and implementation of programs and services; and
- Other related duties as assigned.

### **Qualifications:**

- University Degree in related field (e.g. Business Administration with focus on Human Resources) with a minimum of three years of related experience in training and Call Centre requirement analysis, development and delivery for a large, multi-site, unionized employer, or an equivalent combination of education and experience;
- Expertise in training and help desk solutions;
- Expert knowledge of the principles and practices of change management, communications, documentation and training;
- Experience creating end user training documentation, preferably for high-end HR/Payroll software packages;
- Understanding of client information needs, policies, procedures and business process automation needs;
- Successful supervisory experience with strong leadership, mentoring and team building skills;
- Strong analytical and problem solving skills;
- Strong project management and time management skills;
- Strong written, oral and interpersonal communication skills;
- Proven ability to create and maintain successful processes, training and presentation materials using RWD Infopak, Captivate; Sharepoint, UPerform;
- Ability to establish and maintain effective internal and external working relationships;

- Excellent computer skills including Microsoft Suite, Service Now, presentation packages and Human Resource Information Systems;
- Knowledge of current communication and training trends and practices in a Human Resource environment; and
- Proven ability in promoting equitable practices which value inclusiveness and diversity.

**Special Requirements:**

- Provision of own vehicle for Board business
- Require frequent travel across TDBS sites

**Location:** 5050 Yonge Street (wheelchair accessible).

**Work Year:** 12 months

**Please note:**

Applications must be submitted:

1. in résumé form with a covering letter to: [application.submission@tdsb.on.ca](mailto:application.submission@tdsb.on.ca)
2. with competition # **SCH II-22-0182NTE** in the subject line
3. Apply no later than 12:00 noon on **July 7, 2022**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.***