

Human Resources Information Systems Technical Competency Model

Validation Date: 2023



DEPARTMENT OF DEFENSE
DCPAS
Defense Civilian Personnel Advisory Service

THIS TECHNICAL COMPETENCY MODEL HAS BEEN VALIDATED AND APPROVED FOR INTEGRATION INTO THE HUMAN RESOURCES LIFECYCLE. THIS COMPETENCY MODEL SHOULD NOT BE USED FOR PERFORMANCE MANAGEMENT.

Comp ID	Competency Title	Competency Description
1.0	Emerging Technology Application and Automation	Researches and uses emerging HRIS technologies to streamline, improve, and/or automate HR functions.
Task Statements		1.A Maintains knowledge of trends and developments in HRIS providers, vendors, and technology.
		1.B Researches and identifies areas where automation can eliminate labor-intensive manual HR systems.
2.0	HR Integration	Facilitates HR integration through communicating, cooperating, and collaborating with stakeholders (e.g. department heads, managers, supervisors, vendors, contract services, digital teams, and other business partners) to effectively enable HR operations or resolve identified problems.
Task Statements		2.A Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems.
		2.B Translates HR information into terms understandable by computer experts, senior leadership, and end-users in order to effectively enable HR operations or resolve identified problems.
		2.C Acts as a liaison between users, management, vendors, and technicians to assess computing needs and system requirements; ensures inquiries and problems concerning networks, computers, and services are resolved.
		2.D Acts as the primary technical point-of-contact and subject matter expert for HR service delivery technology.
3.0	HRIS Policy Application	Applies a practical knowledge of HR management rules, regulations, policies, and procedures that have impact on or are relevant to HRIS.
Task Statements		3.A Manages automated Human Resources (HR) Information Systems and applies high-level data systems skills and practical HR management expertise.
		3.B Develops and interprets policy for Human Resources disciplines as it relates to HRIS database platforms.
		3.C Uses agency-specific HR policy guides (e.g. Guide to Processing Personnel Actions, Guide to Human Resource Reporting) to code, verify, and/or process personnel actions/inquiries.

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4.0	HRIS System Administration	Supports, manages, monitors, and maintains one or more HR system(s) to ensure that they are operating efficiently and effectively, and implements configurations/modifications to support customer requirements on an as-needed basis.
Task Statements		4.A Manages permissions, access, personalization, and similar system operations and settings for HRIS users.
		4.B Compiles or assists with the acquisition of complex data reports, summaries, and logs for senior executives and HR staff.
		4.C Oversees and maintains optimal function of the HRIS, which may include configuration management, installation, customization, development, maintenance, and upgrade to applications, systems, and modules. Ensures system compliance with data security and privacy requirements.
		4.D Prepares and coordinates operating instructions relative to system operations.
		4.E Troubleshoots and resolves HR system issues.
		4.F Identifies and reports significant system problems to appropriate personnel.
5.0	HR Data Management	Applies an understanding of datasets and system capabilities to manage and safeguard HR-specific data to support productivity, efficiency, and decision making to improve critical talent and business outcomes.
Task Statements		5.A Evaluates data processing proposals to assess project feasibility and requirements.
		5.B Identifies system requirements for retrieving data from an automated HR system.
		5.C Enters and verifies data within an automated HR database to build and maintains employee and position records.
		5.D Implements internal system controls to protect against unauthorized access to or modification of information.

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		5.E Works with, and provides assistance to, other staff members and customers concerning employee and position records, security records, training information, and the processing of personnel actions.
6.0	HR Data Analysis	Uses information systems and critical thinking to evaluate, interpret, and present data to draw conclusions and make predictions to drive informed decision making and advisement on HR business needs.
	Task Statements	6.A Extracts data from HR systems using reporting tools and/or automation, determines data quality, and makes changes as necessary.
		6.B Programs custom functions such as automated queries, filters, macros, and/or reports, and documents accordingly.
		6.C Maintains HR databases that support HR business processes using quality assurance principles and practices.
		6.D Prepares systems for implementation by developing an understanding of how systems are used, and the needs of the customers/stakeholders.
		6.E Utilizes data visualization tools to present a summarized view of requested datasets for consumption by various audiences (e.g. graphs, trends, dashboards, charts, metrics).
7.0	HR Systems Technology Advisory	Utilizes an understanding of existing HR business systems and supporting technologies to address the needs of organizations/business partners to identify resource requirements for implementation and sustainment of automation and/or technology initiatives.
	Task Statements	7.A Serves as lead representative and liaison between HR, information services, external vendors, and other stakeholders for HRIS design and implementation projects.
		7.B Assembles required teams, leads, and oversees participation in initiatives with DoD Component offices, OPM and contractors, as required.
		7.C Provides technical support, troubleshooting, and guidance to HRIS users.