Application Support Specialist Job

Employer Name:

SpiderID: 12429891

Location: Coral Gables, Florida

Date Posted: 4/18/2022

Wage: Negotiable

Category: Information Technology

Job Code: R100057324

The Enterprise Business Solutions (EBS) Team has an opening for a full time Application Support Specialist on the Coral Gables Campus.  
  
   
  
 This position is responsible for the data integrity and maintenance of the Workday application; HR, payroll, timekeeping, P2P, accounting, etc. System. This position will assist in the testing of system upgrades and other technical projects as assigned. Provide information to users on new processes/functionality.  
  
   
  
 It is essential to the department offers the highest reliability and performance possible. The Application Support Specialist is challenged to assist the enterprise in maintaining, and troubleshooting the business services solutions that are or could be implemented.  
  
   
  
 Essential Position Functions  
  
 Serve as first point of contact and subject matter expert on system to respond to end-users' questions and inquiries. Provide quality customer service support in a prompt, courteous, and timely manner by performing follow-up investigation and communicating the resolutions either verbally or in writing. Use discretion and judgment to organize and perform the requested services promptly and efficiently.  
  
   
  
 Principal Accountabilities  
  
   
  
   
  
Serves as first point of contact and subject matter expert for Workday to respond to end-users' questions and inquiries.  
  
Serves as a technical point of contact and assists subject matter experts with ensuring data integrity, testing of system changes for process improvement opportunities.  
  
Assigns role-based security role in Workday.  
  
Creates, change, or inactivates a Supervisory Organizations, Cost Centers, etc. in Workday.  
  
Runs and reviews discrepancy reports and updates in WD accordingly.  
  
Perform continuous data audits to ensure highest level of data integrity exists; establish data format standards and apply throughout systems.  
  
Conducts testing in Workday tenants for user support issues, new WD releases, etc.  
  
Security Configuration - Security Role Assignments and Reassignments.  
  
Collaborate with Change Management Team identifying areas for additional training based on user inquiries.  
  
Collaborate with configurations team to research, identify and validate issue resolutions.  
  
Educates users on how to initiate specific business processes based on their security role to accomplish the desired business objective.  
  
Works on HRIS and Finance related projects as assigned by supervisor.  
  
Verify and validate system entries for completeness and accuracy; investigate and resolve irregular data.  
  
Troubleshoot data issues and errors, provide analysis of situation and resolve in timely manner. Inquire and probe to clarify areas of data inconsistency, errors and differences.  
  
Participate in HR/Finance process initiatives and make recommendations for improvements.  
  
Audit and analyze data for completeness and accuracy.  
  
Responds and resolves to all incidents received.  
  
Adhere to departmental procedures and policies to ensure proper handling and timely escalation of end-user issues.  
  
   
  
 Position Requirements  
  
Bachelor's Degree in IT, Computer Science, HR or related field.  
  
One year of relevant work experience.  
  
Advanced knowledge of Microsoft Excel.  
  
Ability to work well with people from different disciplines with varying degrees of technical experience.  
  
Ability to troubleshoot, analyze and resolve discrepancies and errors.  
  
Ability to work with highly confidential and sensitive information where discretion is essential.  
  
Excellent computer skills including Microsoft Office for reporting, analysis and communication.  
  
Strong verbal and written communication skills with a friendly and professional approach to customer service.  
  
Ability to work with cross-functional teams and ensure key players are involved when necessary.  
  
   
  
 Addendum  
  
 The Application Support Specialist serves as a liaison to Workday for the Human Resources and Finance teams and works closely and collaboratively with other support staff.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: University of Miami Health System

Company: University of Miami Health System