

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
HUMAN RESOURCES DATA AND TECHNOLOGY SECTION
WORKDAY SUPPORT**

NAME:

CLASSIFICATION: Staff Services Manager II

WORKING TITLE: Workday Support Manager

POSITION NUMBER: 420-057-4801-012

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) III, Human Resources (HR) Data and Technology Section, the SSM II is responsible for planning, prioritizing, and executing various Workday initiatives as directed by leadership to ensure that Workday meets the diverse needs of the Department of Justice (DOJ). The SSM II will lead and mentor the Workday Support teams, fostering a customer service-oriented approach to meet the business requirements. The SSM II serves as a liaison and subject matter expert between HR, Information Technology (IT), and department stakeholders, ensuring effective communication and collaboration across DOJ. The SSM II will advise and support the HR teams on technical issues related to Workday and maintain expert-level knowledge and understanding of Workday capabilities and features.

The SSM II is expected to possess strong project management skills with the ability to manage multiple priorities simultaneously, display excellent leadership, communication, and interpersonal skills to foster productive and collaborative relationships with various stakeholder groups, and have solid foundational understanding of HR processes, policies and regulations and Human Capital Management (HCM) solutions.

SUPERVISION RECEIVED: Reports directly to the SSM III of the HR Data and Technology Section; direction and assignments may also come from the Assistant Director or Director of the Office of Human Resources.

SUPERVISION EXERCISED: Directly supervises four SSM I (Specialist) positions, an SSM I (Supervisor), an IT Specialist I.

TYPICAL PHYSICAL DEMANDS: Typically sedentary; personal computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to email, etc. Expected to give regular presentations to a variety of stakeholders.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Occasional statewide travel may be necessary.

ESSENTIAL FUNCTIONS:

- 40%** Plans, organizes, and monitors the performance of the Workday Support teams. Identifies subordinate staff's roles, provides clear communication regarding timelines and deliverables, and takes existing workload demands into consideration, requesting additional resources as needed. Oversees Workday projects of various size and complexity, including implementation of new features and functionalities, issue resolution, enhancements for business processes, and optimization and workflow automation. Identifies goals, objectives, and strategies for achieving successful business outcomes and a positive user experience. Establishes standards, policies, processes, and criteria for effective tenant, release, and configuration management, in addition to soliciting user feedback, developing user resources, and measuring adoption. Establishes methodologies for system and configuration auditing and testing. Regularly reviews project progress, identifies potential risks and develops mitigation plans to minimize impact on project timelines and outcomes.
- 20%** Performs supervisory responsibilities which include, but are not limited to, assigning and prioritizing workload, reviewing work products and providing feedback, hiring subordinate supervisor(s), preparing performance evaluations, and escalating formal disciplinary and grievance issues to appropriate programs. Creates and promotes opportunities for leadership growth and development. Meets regularly with the staff to ensure alignment on priorities, share information, and gather ideas for improvement and/or projects.
- 20%** Serves as the DOJ expert regarding Workday. Provides reports to senior management, including the Personnel Officer and HR Director. Advises senior management on all sensitive and/or significant Workday issues, including development, maintenance, and any departmental- wide impacts. Attends meetings and consults with HR and IT leadership to identify and align Workday functionality with organization objectives, develop and update Workday roadmap, and ensure continued compliance with relevant laws, regulations, and policy. Attends meetings and consults with departmental managers with respect to Workday issues or concerns. Gathers and shares information with stakeholder groups, including but not limited to employee labor organizations, statewide HR forums, and other departments who have similar previous experience or are looking to implement their own solution.
- 10%** Maintains knowledge and expertise in the purpose and use of HR technology solutions to ensure best practices are followed. Develops comprehensive knowledge of Workday's capabilities and actively participates in Workday Community to preview new features, stay informed about product updates, and leverage information shared by other users. Attends Workday, Inc. conferences, workshops, and other opportunities for continued education.
- 5%** Develops Workday budget change proposals. Serves as primarily liaison for Workday vendor relationships and participates in Workday contract procurement activities.

5% Researches and coordinates required department audits and works with control agencies to supply all requested documentation and records.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 07/2025