

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
HR DATA AND TECHNOLOGY SECTION
WORKDAY SUPPORT TEAM
DUTY STATEMENT**

NAME: VACANT

JOB TITLE: Staff Services Manager I (Specialist)

POSITION NUMBER: 420-057-4800-XXX

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) II, the SSM I (Specialist), serves as a project manager, lead, and subject matter expert on the Department of Justice (DOJ) Workday Human Capital Management solution and associated modules. The SSM I (Specialist) works closely with Human Resources (HR) and Information Technology business partners on Workday system development and improvement initiatives to recommend and assist in the implementation of goals, objectives, and improvements for assigned functional areas. The SSM I (Specialist) also establishes schedules and methods for achieving assigned work objectives, develops and maintains system configuration, and tests and implements Workday enhancements and modifications. As a subject matter expert, the SSM I (Specialist) acts as a lead and provides guidance and consultation on the most complex configuration of Workday features and functionality. The SSM I (Specialist) works in close partnership with Associate Government Program Analysts, providing mentorship and guidance while collaborating on research, evaluation, tracking, and the management of resources and communications to support team objectives. The SSM I (Specialist) provides excellent customer service and education to end-users on Workday and is responsible for Workday maintenance and operations.

SUPERVISION RECEIVED: Reports directly to the SSM II.

SUPERVISION EXERCISED: None.

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.

TYPICAL PHYSICAL DEMANDS: 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 e-mails, etc.

ESSENTIAL FUNCTIONS:

50% Project Management: Plans, organizes, and manages projects related to assessment, modification, maintenance, implementation, troubleshooting, and service deliveries of the Workday system, including day-to-day production support and maintenance. Manages and participates in the development of the enterprise-wide support work and planning; identifies

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work activities; monitors workflows; and reviews and evaluates work products, methods, and procedures. Identifies and implements project goals, objectives, metrics, and procedures in accordance with departmental and organization priorities and mission. Leads or participates in focus group meetings with business partners to plan for future enhancements and modifications to the systems. Collaborates with users and stakeholders to identify business requirements and develop applications, templates, reports, communications and records/databases as needed to measure results. Maintains a system to track all issues for assigned project(s) and their resolution; reviews open issues and communicates status.

Support & Maintenance: Analyzes and identifies Workday system needs and improvements. Evaluates, prepares, and implements system enhancements and modifications for existing functions in production or for new functions released by Workday, including business process improvements, configuration changes, new integrations, new custom reports, etc. Analyzes system enhancement and modification requests and needs and prepares written design specifications detailing system modifications and system requirements. Audits system data to ensure the integrity of the Workday system. Consults and coordinates with IT staff and vendors to resolve system issues. Monitors health, adoption, and overall system functionality.

- 25%** Serves as a liaison between department end users, analysts, IT staff, and vendors in analyzing, designing, configuring, testing, and maintaining Workday solutions in order to ensure optimal system performance and meet DOJ business requirements. Coordinates the development of test scenarios, scripts, and acceptance criteria with stakeholders for the testing of approved changes to or implementation of a new or upgraded Workday functionality. Documents test results, researches issues identified during the system tests, prepares written descriptions of findings, and recommends solutions to issues. Manages and reports implementation outcomes.
- 15%** Acts as subject matter expert to represent the DOJ to other agencies and participates in Workday Community professional groups and committees. Provides subject matter expertise for the design, development, and implementation of Workday training programs and user guides. Develops and maintains professional and technical knowledge of new and emerging trends in software and hardware technology with specific emphasis on Workday and other HR Systems by attending job related educational workshops and trainings.
- 10%** Analyzes and interprets technical system and functional information and translates/communicates it to end users and management in a manner that is easily understood. Formats data into easily digestible reports, summaries, and presentations for management and senior leadership.

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.

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- ☐ 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 Signature

Date

Supervisor Signature

Date

Revised 11/2025