

## Job Posting

**Job ID:** 36232  
**Location:** Vancouver - Point Grey Campus  
**Employment Group:** Management&Professional (AAPS)  
**Job Category:** Human Resources  
**Classification Title:** Human Resources, Level C  
**Business Title:** Subject Matter Expert, HCM  
**VP/Faculty:** VP Finance and Operations  
**Department:** Integrated Renewal Prgm Team  
**Salary Range:** \$75,507.00 (minimum) - \$94,385.00 (midpoint) - \$117,980.00 (maximum)  
**Full/Part Time:** Full-Time  
**Desired Start Date:** 01/03/2020  
**Job End Date:** 12/31/2020  
**Funding Type:** Budget Funded  
**Closing Date:** 01/09/2020                      **Available Openings:** 4

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Guiding principle: "Midpoint" of the hiring salary range means the individual possesses full job knowledge, qualifications and experience.

The HCM team is looking for Subject Matter Experts with specific experience in the following categories: Academic, Recruitment and Onboarding, Benefits and HCM Core.

Secondments will be considered with mutual agreement between the home unit and the Integrated Renewal Program

### Job Summary

UBC is embarking on a multi-year journey to transform our Finance, Human Resources and Student administrative processes and system environments, in support of UBC's new Strategic Plan ([www.strategicplan.ubc.ca](http://www.strategicplan.ubc.ca)).

The Integrated Renewal Program is a business process transformation and system implementation program that will leverage the industry-leading cloud enterprise solution Workday to replace our current core administrative systems with a new integrated, user friendly, mobile-enabled platform. For more information on the IRP, please visit [www.integrated-renewal.ubc.ca](http://www.integrated-renewal.ubc.ca)

Reporting to the Business Lead, the SME positions will play a key role to advise on the design, configure, prototype, testing and deploying the new technology from the current business processes to the future state for faculty, staff and students in the following categories: Academic, Recruitment and Onboarding, Benefits and HCM Core.

This position will work in collaboration with the Integrated Renewal Program team members and business owner(s) to ensure the successful development and implementation of business processes in their area of expertise. This position will ensure alignment with collective agreements, association agreements, employee handbooks, legislative requirements as well as university policies and procedures.

The overall responsibility of the Subject Matter Expert is to bring his/her human resources' acumen

and expertise to support the long term strategic goals of Human Resources and the University, with the goal of creating an engaged, cohesive, integrated employee experience for all users and making the related processes easy and efficient for the faculty and staff.

### **Organizational Status**

This position is accountable to the Business Lead to support transformative decisions affecting the processes and procedures for HR at UBC. Works closely with their team lead, other IRP teams, and other stakeholders, including management and staff of HR Services, clients from administrative and academic units

### **Work Performed**

- Is accountable for providing subject matter expertise to the testing and validation of future-state HR business processes using Workday methodology and aligning to UBC's HR strategy
- Is accountable for providing subject matter expertise to the testing and validation of future-state HR business processes which may include; organizational charts, employee benefits, employee information & employee records, employee movement (hires, transfers, tenure & promotions, appointments, sessionals, departures) for faculty and staff, and position management using Workday methodology and aligning to UBC's HR strategy
- Evaluates impact of the new or updated processes and flags any risks for mitigation
- Makes recommendations to ensure the deliverables have a holistic view and alignment to the Integrated Program goals
- Identifies challenges and makes recommendations having a functional impact, including those issues that may affect profile within the university community
- Communicates effectively and accurately relevant project information to the Business Lead, Director of Transformation, Human Resources and/or the Project Manager
- Assists in the planning framework which establishes requirements for the alignment of business strategy and IT.
- Provides recommendations on action plan to local senior leadership and implement programs which cultivate a positive and engaged workforce
- Work proactively as a change agent with business unit leaders to identify challenges and recommend solutions to key issues
- Assesses and identifies the interrelationship between the different HR recruitment process areas

### **Supervision Received**

Reports to the Business Lead

### **Supervision Given**

N/A

### **Consequence of Error/Judgement**

The Integrated Renewal Program will transform the way we interact and work on all aspects of the full scope of the employee life-cycle and HR systems with the goal of making it easy and efficient for the faculty and staff and creating a cohesive, integrated experience for all users. This project will touch the whole organization (over 50,000 faculty, staff and students) and thus has a high consequence of error with a negative impact to the whole organization.

This position plays an important subject matter expert role to support the successful implementation, adoption and sustainment of the new system. Failure to effectively perform in this role would compromise the successful implementation of the new systems, which would negatively impact the University to achieve its strategic goals and vision.

### **Qualifications**

Undergraduate degree in a relevant discipline. Minimum of five to seven years of related experience or the equivalent combination of education and experience. - Understanding of UBC HR business processes required.

- Good problem solving, planning and implementation skills.
- Ability to hold an enterprise-wide view of the business.
- Must have capacity to manage processes and capabilities, technologies, and governance.
- Understanding of change management concepts and commitment to delivering results in a collaborative and collegial environment.
- Exceptional communication skills which allows for effective communication at all levels of the organization.
- Ability to act as liaison effectively conveying information between the business unit, faculties, and functional areas.
- Good judgment and decision-making skills.
- Ability to develop creative solutions to complex issues.

- Ability to engage, inspire, influence, and motivate all levels of personnel.
- Capacity to work effectively at all levels of an organization with the ability to influence others to move toward consensus when required.
- Must be a team player.
- Ability to work under pressure to meet deadlines.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.

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*Source:*

“Job ID 36232 Subject Matter Expert, HCM.” *UBC Careers - Staff Job Postings*, 11 Dec. 2019, <http://staffcareers.ubc.ca/36232>.

**Wu, Yi-Chen (Joyce)**

December 12, 2019

Ms. Lani McGill  
Business Lead – HR Foundations  
Integrated Renewal Program  
The University of British Columbia  
FERIC 2601 East Mall  
Vancouver, BC V6T 1Z2

Dear Ms. McGill,

I am writing with strong interest in the Subject Matter Expert, HCM position (Job ID 36232) posted on the UBC Human Resources Careers website. I am a detail-oriented, capable and versatile professional with more than ten years of experience working at UBC. I believe my experience in providing HR support to faculty, staff and students at both the department level and central level will make me a valuable asset to your team.

I am currently working as an Intermediate HR Business Analyst in the HR Information Systems team. I support the central and distributed HR colleagues by conducting HRMS trainings, generating reports, and troubleshooting technical issues related HRMS. The experience I gained from the exposure to users' common issues with the use of HRMS will be useful for testing and validating future-state HR business processes using Workday methodology.

Prior to working in central HR, I worked as an Administrative Assistant with HR and payroll responsibilities in the School of Nursing. I worked collaboratively with central HR, Payroll, IT, Applied Sciences Dean's office and research centers within the School regarding appointments, reappointments, terminations and job changes. I am the first point of contact when employees and their supervisors have HR and payroll inquiries. I was also responsible for processing salary increases, transfers and reimbursements. With the experience of supporting a mid-sized department with its HR business processes, I will be able to help with testing and validating these HR business processes using Workday methodology.

I also had the opportunity to work as a HR Specialist in the School of Nursing to cover a colleague's leave. I assisted with the onboarding of Postdoctoral fellows, foreign academics, and sessional Clinical Associates by providing them with CWL access, access to their office, information on UBC services available to them, and information about their appointment as outlined in their job offer letter. In addition, I helped with implementation of the Personnel Absence Tracker (PAT) system by calculating and transferring all employees' vacation and sick leave balances to the PAT system. The experience gained from assisting with academic recruitment and onboarding will be useful for examining related processes using Workday methodology.

I am one course away from completing the Business Analysis certificate program at UBC Sauder Continuing Studies. As part of the certificate program, I had exposure to change management and process implementation, business analysis communication, and business analysis planning and project management. The Business Analysis and Systems Design course at BCIT would prepare me for better

understanding of the Workday methodology. The Strategic Human Resources Planning course at SFU Continuing Studies would also prepare me for reviewing business processes at a strategic level.

I am a fast learner and a team player. I would be excited to join your team and provide support as a member of the IRP HCM team. Please find attached a copy of my resume for your consideration. Thank you for your time and I hope to hear from you soon.

Warm regards,  
-Joyce

**Wu, Yi-Chen (Joyce)****Skills & Qualifications**

- More than 10 years of experience supporting HR & payroll functions in a unionized environment at UBC.
- Experience in interpreting and applying policies and procedures.
- Experience working with UBC systems (HRMS, ePAF, eRecruit, Position Management, FMS Live, FMIS, AccessUBC, FluidSurveys, Personnel Absence Tracker, and etc.)
- Experience troubleshooting issues related to HRMS
- Knowledge of software testing fundamentals
- Ability to effectively use Microsoft Office Suite and Content Management Systems (Drupal, WordPress, and SharePoint)

**Professional Experience****Intermediate HR Business Analyst, UBC Human Resources***May 2018 - present*

- Provide analytical, statistical, technical and reporting support to Human Resources and distributed HRMS users.
- Administer HRMS workflow rules for departments and assist departments in troubleshooting issues related to workflow rules setup.
- Maintain HRMS setup tables such as department ID, job codes, location codes, and salary tables.
- Conduct interviews to facilitate end-user reporting and data requests..
- Design statistical and management reports of varying complexity by extracting data using SQL and other reporting tools from the HRMS.
- Conduct software testing related to enhancements and bug fixes
- Conduct in-house HRMS training sessions for new users.

**Administrative Assistant (HR & Payroll), UBC School of Nursing***Jan 2018 – May 2018**Feb 2008 – Jan 2017*

- Provide advice and assistance to employees and faculty members on HR and payroll issues, including hiring process, policies and practices, terms and conditions of employment.
- Forecast and track milestone events such as probationary periods, job anniversary dates, reappointment dates, term end dates, and estimated notice periods.
- Coordinate and process staff and students' recruitments, reappointments, terminations and any changes to their appointments.
- Edit job descriptions and liaise with UBC-HR Compensation to facilitate the position classification process on the Position Management system.
- Track staff attendance and submit attendance record to UBC-HR via the Attendance/Sick Leave System. Coordinate, record, and process the semi-monthly timesheets.
- Initiate and process financial paperwork for internal and external cost recovery and payments on research projects.
- Assist with retrieving data and compiling employment and salary information for various projects and reports.

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**Professional Experience (cont.)**      **HR Specialist (Leave Replacement), UBC School of Nursing**      *Jan 2017 – Jan 2018*

- Provided advice and assistance to faculty members on HR and payroll issues, including hiring process, policies and practices, terms and conditions of employment.
- Coordinated and processed faculty members' and foreign academics' recruitments, reappointments, terminations and any changes to their appointments.
- Assisted with recruitment for Clinical Associate appointments.
- Trained and provided guidance to new HR Assistant.
- Assisted with HR projects and initiatives.

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**The 500 Staffing Inc., Vancouver**      *Dec 2007 – Feb 2008*

- **Assistant to Graduate Program Records Officer, UBC School of Nursing**
  - Provided information on requirements to prospective students, assisted with evaluation of transcripts and calculation of GPA, scheduled and contact eligible applicants for interview.
  - Assisted with updating and maintaining current and incoming student databases, and tracked students' milestone and progress to degree completion.
- **Secretary to Dr. Jane Schaller, Executive Director of the International Pediatrics Association, UBC Dept. of Pediatrics**
  - Audio tape transcription of meetings, memo, response letters, and etc.
  - Managed Dr. Jane Schaller's calendar and provided secretarial and general office support.

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**Health Science Online Research Assistant, UBC Dept. of Health Care and Epidemiology**      *Feb 2007 – Feb 2008*

- Researched on all available online educational resources for Anatomy and Pathology and uploaded valid resources to respective databases.
- Uploaded verified resources to HSO development website.
- Researched and compiled a master contact list for major Nursing schools in the US and Canada

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**Education**

**Business Analysis Certificate, UBC Sauder Continuing Business Studies**      *Present*

- Business Analysis Fundamentals
- Leadership and Teamwork for BA
- Requirements Gathering, Analysis and Documentation
- BA Planning and Project Mgmt.
- Written BA Communications
- Change Management and Process Implementation

**Human Resources Management Certificate, SFU Continuing Studies**      *Present*

- Organizational Behaviour
- Strategic Human Resources Planning
- Human Resources Management

**Bachelor of Science – General Science in Life Science and Chemistry, UBC**      *May 2007*

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<b>Other Professional Developments</b>	<b>BCIT Computing Courses</b>		<i>Sept 2014 – Present</i>
	<ul style="list-style-type: none"> <li>- Relational Database &amp; SQL</li> <li>- Business Analysis &amp; System Design</li> <li>- Web Development and Design 1</li> <li>- UX/UI Development</li> <li>- .NET Windows App. Dev. in C#</li> <li>- IT Project Management</li> </ul>	<ul style="list-style-type: none"> <li>- C++ Application Development 1</li> <li>- C Programming 2</li> <li>- Java Application Development</li> <li>- Intro to JavaScript and jQuery</li> <li>- Computer Architecture</li> <li>- QA and Software Testing</li> </ul>	
	<b>UBC Continuing Studies</b>		<i>Apr 2014 – Feb 2016</i>
	<ul style="list-style-type: none"> <li>- Introduction to Business Writing</li> <li>- Native Mobile App Development</li> </ul>	<ul style="list-style-type: none"> <li>- Report and Business Writing</li> </ul>	
	<b>Thompson Rivers University, Open Learning</b>		<i>Sept 2013 – Mar 2014</i>
	<ul style="list-style-type: none"> <li>- Intro to Financial Accounting</li> </ul>		

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References available upon request.



Joyce Wu  
1125 Cliff Avenue  
Burnaby, BC V5B 2E5

December 12, 2019

Robert Boudreau  
Director, HR Information Systems  
Human Resources  
University of British Columbia  
6190 Agronomy Rd.  
Vancouver, BC V6T 1Z3

Dear Robert,

I am reaching out to you, hoping you are able to provide me a reference for a new opportunity I am seeking with the Integrated Renewal Program (IRP). I know you are busy wrapping up for the year, so I can completely understand if you are unable to commit to this.

The position I am seeking with the IRP is the Subject Matter Expert, HCM for the HR workstream. I believe this position will help me gain more insight about the new system we are moving into. The job responsibilities include provide subject matter expertise by assisting the design, configuration, prototype, testing and deployment of the new technology from current HR business processes to the future-state. Under you and Kathy's guidance, I have been supporting the HR community with their HRMS trainings, reporting needs and troubleshooting their HRMS issues for the past 18 months. Therefore, I think you would be the best person to provide the kind of insight into my skills relevant to these work.

Thank you for your time and consideration. I have attached a copy of my updated resume and the job posting for your reference. Lani McGill from the IRP HR workstream may be in contact if you agree to provide the reference for me.

If you have any questions or need further information, please feel free to contact me at [joyce.wu@ubc.ca](mailto:joyce.wu@ubc.ca) or 604-822-2241. I look forward to hearing from you.

Sincerely,



Joyce Wu

Enclosed: Job Posting and Resume

Joyce Wu  
1125 Cliff Avenue  
Burnaby, BC V5B 2E5

December 12, 2019

Ellen Siu  
Manager, Operations & Finance  
School of Nursing  
University of British Columbia  
T201 – 2211 Wesbrook Mall  
Vancouver, BC V6T 2B5

Dear Ellen,

I am reaching out to you, hoping you are able to provide me a reference for a new opportunity I am seeking with the Integrated Renewal Program (IRP). I am aware that you may be busy trying to wrap up the year, so I can completely understand if you are unable to commit to this.

The position I am seeking with the IRP is the Subject Matter Expert, HCM for the HR workstream. The job responsibilities include provide subject matter expertise on core HR business processes such as employee information and records, employee appointments (hires, transfers, promotions, and terminations) for faculty and staff, and the use of position management. Under your guidance, we had worked together and streamlined the processes for these HR transactions. Therefore, I think you would be the best person to provide the kind of insight into my skills relevant to these work.

Thank you for your time and consideration. I have attached a copy of my updated resume and the job posting for your reference. Lani McGill from the IRP HR workstream may be in contact if you agree to provide the reference for me.

If you have any questions or need further information, please feel free to contact me at [joyce.wu@ubc.ca](mailto:joyce.wu@ubc.ca) or 604-822-2241. I look forward to hearing from you.

Sincerely,



Joyce Wu

Enclosed: Job Posting and Resume

Joyce Wu  
1125 Cliff Avenue  
Burnaby, BC V5B 2E5

December 12, 2019

Bob Wilson  
Office Supervisor  
School of Nursing  
University of British Columbia  
T201 – 2211 Wesbrook Mall  
Vancouver, BC V6T 2B5

Dear Bob,

I am reaching out to you, hoping you are able to provide me a reference for a new opportunity I am seeking with the Integrated Renewal Program (IRP). I am aware that you may be busy trying to wrap up the year, so I can completely understand if you are unable to commit to this.

The position I am seeking with the IRP is the Subject Matter Expert, HCM for the HR workstream. One of the job responsibilities is to provide subject matter expertise on recruitment and onboarding. We worked as a team for the onboarding process; you provided the orientation for new employees and I assisted the process by providing them with necessary access and employment information for them to start their work. Therefore, I think you would be the best person to provide the kind of insight into my skills relevant to these work.

Thank you for your time and consideration. I have attached a copy of my updated resume and the job posting for your reference. Lani McGill from the IRP HR workstream may be in contact if you agree to provide the reference for me.

If you have any questions or need further information, please feel free to contact me at [joyce.wu@ubc.ca](mailto:joyce.wu@ubc.ca) or 604-822-2241. I look forward to hearing from you.

Sincerely,



Joyce Wu

Enclosed: Job Posting and Resume