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OFFICE of the COMPTROLLER (CTR)

BEST Program HR Generalist Business Analyst

FY26 – 003

About the Office of the Comptroller

The Office of the Comptroller oversees the Commonwealth's financial systems, promoting integrity, mitigating risk, and providing accurate reporting and promoting transparency to illustrate the financial health of Massachusetts. The Office is an independent and non-partisan department of the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

About Business Enterprise Systems Transformation (BEST) Program

The Commonwealth of Massachusetts is undertaking a multi-year project known as the Business Enterprise Systems Transformation (BEST) Program to implement a comprehensive Enterprise Resource Planning (ERP) software solution which will support a wide range of business functions used by all state agencies. Phase 1 of the Program focuses on the replacement of the Commonwealth's Financial Management and General Ledger solution and is currently underway.

Phase 2 focuses on Payroll and Human Capital Management (HCM) modules which support a full software suite capable of addressing government business needs across Payroll, Time and Attendance, Performance Management, Learning Management, Talent Acquisition, Onboarding and Offboarding Management, Position Management and Personnel Administration and Leave Management solutions across all Commonwealth entities who are seeking to migrate applications to a single solution platform over time should they elect to do so. Procurement for Phase 2 is currently in process and the solution is expected to go live in October 2027.

The BEST Program is jointly sponsored by the Secretary for Administration and Finance, Comptroller of the Commonwealth and the Secretary of Technology Services and Security. This job posting is being issued through the Office of the Comptroller.

More information can be found at <https://best.macomptroller.org>.

Position Summary

HR Generalist Business Analyst will possess a strong business acumen, a well-developed analytical and critical thinking, technical writing skills, and be an excellent facilitator and communicator with the ability to interact professionally with a diverse group of staff.

The BEST Program HR Generalist Business Analyst will report to the BEST HCM Lead and provide the facilitation and analysis required to support the HCM & Payroll teams with relevant enterprise-wide information as related to the specific business functions being implemented in the new ERP solution.

The HR Generalist Business Analyst will identify , support and help manage the challenges and opportunities related to system design, development and deployment of business components within the HCM/Payroll suite including: payroll accounting, time and attendance, absence and leave management, benefits and performance management, learning management, personnel administration and talent acquisition and on-boarding, each of which will be led by a Team Lead.

Once the bid is awarded, HR Generalist Business Analyst will support the BEST PMO and Functional Leads during contract negotiations with the selected bidder by providing consultation and advice on anticipated significant business process changes identified by each team, as well as on change management strategies. This consultation will be informed by data-driven analysis of anticipated business process changes.

The HR Generalist Business Analyst will support the PMO and Functional Team Leads charged with configuring and testing software functionality in the new Enterprise Resource Planning (ERP) software solution and will work with those teams to identify new business process flows that will be implemented to support best practices offered by the new solution.

Specific Duties

- Assist with gathering current state business requirements across the Commonwealth.
- Review the functionality of the new software solution to determine how that software will be designed to address existing or needed Commonwealth requirements.
- Support the BEST Solution Functional Leads and Change Management team to identify areas of significant business process change and contribute to the change management strategy.
- Work with the product and system integration vendors to scope out requirements for enhancements to the base software to address unique requirements.
- Participate in functional testing activities such as User Acceptance Testing (UAT), including developing test cases and scripts, with the BEST QA/Test Team and review test results and recommend mitigation for identified issues.
- Work with the BEST Business Intelligence, Reports, and Data Repository team to understand and utilize delivered reports and dashboards. Provide insights and analysis to support HR functions and facilitate data-driven decisions.
- Play a key role in recording meetings outcomes, configuration options, and recommendations, current and future business process flows, configuration needs, and drafting business use cases.
- Record requirements for software enhancements, and decisions on whether to proceed with the enhancement.

- Conduct research by meeting with department representatives and reviewing documentation or other materials to support team tasks.
- Maintain a list of delivered reports and dashboards related to the team's functional area and coordinate the team's configuration recommendations to the BEST Business Intelligence, Reports, and Data Repository team; coordinate report configuration tasks assigned.
- Work with members of the functional and technical teams and product vendor to analyze the enterprise business area, new solution functionality, and business process change related to the implementation of the new solution to identify the optimal future state.
- Participate with the team in eliciting requirements for configuration of the new software through facilitated meetings with subject matter experts (SMEs), document analyses, requirements workshops, and/or site visits and record options and recommendations using business process descriptions, use cases, scenarios and task and workflow Visio diagrams for both current as-is processes and potential new processes.
- Participate in identifying the organizational impact on skills, processes, structures and business culture of business process changes and cooperate with change management program staff to plan for and develop communications, trainings, and readiness tasks and materials.
- Participate in the definition of strategies to address the gaps between the current and future state solution by documenting current business processes to detect critical deficiencies and essential new practices and procedures that will be needed will be needed in order to move from the current to the future state.
- Support HCM & Payroll teams, system implementation and product vendors and subject matter experts to analyze the enterprise business processes and provide input, as needed.
- Document team recommendations on areas where customizations should be applied or where customization can be eliminated.
- Assist the Team Lead in coordinating and documenting planning, design, configuration, testing and deployment tasks in order to ensure the quality and timeliness of deliverables and tasks in line with the overall project implementation plan.

Preferred Qualifications

- Basic understanding of the following functions particularly in large public sector organizations (preferred but not required):
 - Collective bargaining and unions
 - Labor distribution rules
 - 24 x 7 facilities
 - Time collection devices
 - Extensive payroll rules
 - Self-service for managers and staff.
- Experience with Business Analysis in a systems' development and implementation environment is strongly preferred.

- Ability to facilitate understanding of existing and new functionality, identification, and resolution for areas where business processes depart from delivered software solutions.

Required Qualifications

- Understanding of HR and Payroll software capabilities
- Demonstrated experience assessing complex HR issues, evaluate different scenarios, and recommend data-driven solutions to enhance HR processes.
- Demonstrated experience in using computer-based tools including the MS Office Suite (Excel, Outlook, PowerPoint, Word) and Visio.
- Practical experience using HR analytics software and reporting tools to analyze data and generate reports
- Ability to analyze and interpret various HR metrics
- Strong analytical and technical skills that facilitate effective problem-solving.
- Highly organized and demonstrated ability to multitask
- Excellent communication skills including written and verbal, presentation delivery, and facilitation skills required to facilitate meetings or planning sessions.
- Have an energetic and can-do approach to work. Tracking and following up on tasks independently, seeking out additional work, and recommending ways to improve upon current activities are all essential.
- Be a strong team player and a skilled collaborator capable of working effectively with various cross-functional teams throughout the Commonwealth.
- Excellent problem-solving skills with attention to details and precision with execution.
- Travel to different state agencies may be required.

Minimum Entrance Requirements:

Applicants must have at least (A) five (5) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in: Business administration, business management, public administration, public management, clinical administration or clinical management of which (B) any equivalent of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- III. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required experience.

Salary Range: \$ 95,000 – \$ 117,000

This is a management position. The posted salary range is fixed and not subject to negotiation. The selected candidate will be offered a salary within this range, commensurate with their relative experience.

Comprehensive Benefits Package:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process. This is a management position. The successful candidate will be an employee at will.

This position is non-civil service and not covered by a collective bargaining agreement. This position is an exempt position.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/> In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

On-site work is an essential function of this position.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by E-mail no later than 5:00 pm, on September 26, 2025.

Submissions should include the following:

- a letter of intent,
- resume,
- a list of relevant data and change management initiatives led by the candidate, and
- three professional references.

Please include position title and posting number (**FY26-003**) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Applicant packets will be reviewed and considered on a rolling basis so interested applicants are encouraged to apply as soon as possible. Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

To learn more about the BEST Program, please visit the Program web site at:

<https://best.macomptroller.org>.

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.