



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### HUMAN RESOURCES PROCESS ANALYST

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Human Resources Process Analyst	C11221	70	
Human Resources Process Analyst Senior	C11222	75	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Incumbents design and develop methodologies, processes, architectures, and technologies that transform raw data into meaningful and useful information to support mission-critical business functions and executive business decision-making.

#### Nature of Work

Human Resources Process Analyst serves the State Personnel Office, executive and middle management from all agencies and state departments designing and producing reports and ad-hoc queries utilizing technologies, processes, and applications by analyzing large amounts of mostly internal, structured data. Scope of responsibility is global in nature, but may be focused on supporting a particular office location or business division with specific analytics projects. Process analysts tend to walk in both business and IT worlds. This position will process confidential data and maintain complete discretion, influence and guide decision making based on subject matter expertise. They are able to multi-task and prioritize a variety of large projects and responsibilities appropriately and applicable legal compliance requirements and regulations relating to work area. Assists in reviewing current programs and processes to identify and implement opportunities for enhancing current operations by driving efficiency, reducing costs and increasing customer service levels. This position may be tasked with leading specialized HR projects that require resource coordination, project scheduling and budget development / achievement.

#### Distinguishing Characteristics of Levels

Incumbents at this level work with minimal instruction or assistance; analyses of average difficulty and complexity are performed with considerable latitude for independent action on less involved projects.

#### Process Analyst

- Collect and define data requirements from end user to develop and create reports. Analyze requests to drive best practices.
- Serves as an internal consultant and project coordinator for basic to moderate level projects.
- Conduct user acceptance testing and parallel testing with end users; verify data integrity; and documenting testing results.
- Responsible for service delivery to internal customer for the running of existing defined list of reports at the required frequency (i.e. daily, weekly, monthly).

## **HUMAN RESOURCE PROCESS ANALYST**

- Basic understanding of human resources data relationships between data in an ERP and other major HR systems.
- Reviews, analyzes and develops ad hoc reports prior to distribution to ensure the information is accurate and the right level of access to data has been applied.
- Assists in the design and implementation of the new database to best meet HR applications requirements and the technical infrastructure environment.
- Works and communicates as a team player to help develop more efficient processes.
- Participates in the evaluation, redesign and re-engineering of processes.
- Maintains or updates SPO intelligence tools, HCM data function of the organization to provide HR dashboards, analytics and reporting.
- Creates reports as requested by the global human resources community and specialists in the various departments.
- Provides hands on training to end users to improve self service capability.
- Interprets principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Business Administration, Finance, Computer Science, or Operations Management and six (6) years of functional experience within desired technological platform.

### **Minimum Qualifications**

Bachelor's Degree in Business Administration, Finance, Computer Science, or Operations Management and four (4) years of functional experience within a technological platform. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

### **Distinguishing Characteristics of Levels**

Incumbents at this level require highly specialized knowledge, abilities, skills and experience and often exercise independent judgment in the performance of their duties; possess technical or functional expertise beyond that expected at the journey level.

### **Process Analyst Senior**

- Develops innovative and creative output based on interpretation and analysis that improve business performance and contribute to corporate goals and strategic intent.
- Develops and maintains the data warehouse in People Soft, NEOGOV and centralized HR databases for clients and stakeholders with a specific focus on data management and integration.
- Monitors data elements and executes the processes needed to keep the data clean for the data warehouse.
- Tracks and resolves complex system problems and issues along with maintaining current modules, tables, queries, and reports.
- Creates, maintains and updates business intelligence tools, using the ERP system HCM data function of the organization to provide HR dashboards, analytics and reporting.
- Understands human resources data relationships between data in ERP or relational databases and other major HR systems.
- Reviews and analyzes ad hoc reports prior to distribution to ensure the information is accurate and the right level of access to data has been applied.
- Adapts projects, programs or methods based on customer, HR or business feedback.

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- Considerable expertise in MS Office suite and Oracle modules.
- Works very closely with HR partners and leadership to manage critical projects, customer engagements or business processes.
- Collaborates with senior management on succession planning and assessment processes and colleague engagement projects.
- Contributes to the development of new techniques and plans within area of expertise.
- Strong understanding of business priorities, strategy and direction.
- Integrates trends, data and information into plans, deliverables and recommendations.
- Anticipates operational, program, and implementation issues and develops preventative measures.
- Works across the organization to effectively obtain and allocate resources to complete programs and projects on time.
- Adapts communication techniques for audiences at multiple internal and external levels.
- Serves as a resource on the IT systems and business processes for a customer area.
- Acts as the customer's advocate to IT in order to ensure that problems are resolved effectively and expeditiously.
- Tests changes, enhancements, and new programs or functions to ensure they meet customer requirements (i.e. user acceptance testing, regression testing, etc.).

### Recommended Education and Experience for Full Performance

Master's Degree in Business Administration, Finance, Computer Science, or Operations Management and five (5) years' functional experience within desired technological platform.

### Minimum Qualifications

Bachelor's Degree in Business Administration, Finance, Computer Science, or Operations Management and five (5) years functional experience within desired technological platform. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling nine (9) years may substitute for the required education and experience. Must successfully complete PeopleSoft Query/Reporting class and be able to obtain Query Manager security access in the PeopleSoft ERP within one (1) year of hire.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product

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demonstration, sales techniques, and sales control systems.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Coordination** — Adjusting actions in relation to others' actions.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Time Management** — Managing one's own time and the time of others.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions*, and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Exempt.

**Bargaining Unit:** Not Represented

**Established:** 03/08/2013

**Revised:**

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*