Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

ONE ASHBURTON PLACE, 9TH FLOOR
BOSTON, MASSACHUSETTS 02108
(617) 727-5000
MACOMPTROLLER.ORG

WILLIAM MCNAMARA
COMPTROLLER

OFFICE of the COMPTROLLER (CTR)

BEST Program Time and Attendance Business Analyst

FY25 - 019

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 that will support a wide range of business functions used by all state agencies. The initial scope of the project is to implement functionality that supports Financial Management of the Commonwealth by replacing its core financial and accounting system, currently known as MMARS, which is used by 150+ state agencies. It is envisioned that the new solution will also include additional modules that support a full software suite capable of addressing government business needs including Human Capital Management, Payroll, and other capabilities that will provide the Commonwealth with the capacity to migrate other applications to a single solution platform over time should it elect to do so.

It is the Commonwealth's intent that the ERP solution will be delivered as a SaaS (cloud) solution that will replace the Commonwealth's current heavy investment in highly customized software housed "on premise" on virtual or physical servers.

Phase 1 of this project, the Financial Management and General Ledger solution, is underway. The evaluation process for Phase 2 began in the third quarter of 2024 and is expected Go Live in October 2027. The Time and Attendance Business Analyst is dedicated to Phase 2 of this project and will support

the project's Time & Attendance/Workforce Management Lead (T&A Lead) and the Phase 2 team, who are charged with configuring and testing software functionality in the new ERP solution.

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

This position demands a professional with business acumen, well-developed analytical and critical thinking skills, strong technical writing skills, and must be an excellent facilitator and communicator, with exceptional interpersonal skills that fosters collaboration among a diverse group of staff.

The Business Analyst will support the T&A Lead and the Phase 2 team to identify new business process flows that will be implemented to support best practices offered by the new solution. The Time & Attendance/Workforce Management functional team will implement the replacement of the existing Human Resources/Compensation System (HR/CMS) with a new cloud solution. Time and Attendance supports an organization in collecting, processing, and distributing time data for its workforce, including basic time scheduling, time entry (hourly, time in/time out), approvals, and configurable time calculation rules and reporting. Time and Attendance includes the capacity for employees to enter time worked either online in the new solution or using Time Collection Devices (TCDs) at sites or in situations where online access is not available. Workflows for approvals of employee schedules and time worked will need to be configured in the new solution. Existing interfaces or other means of data integration with third-party providers of TCD's will need to be replicated in the new solution.

Specific Duties

The specific duties of this position include but are not limited to the following:

- 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 configured to address existing 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.
- Support the configuration of the software to develop and test iterative versions of business functions.
- 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 configure delivered reports and dashboards.

- Assist the BEST Training Team in developing Commonwealth-specific content for training materials highlighting new business processes and changes to current practice.

- Work with the members of the functional team 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.

- Record business process flows.

- Record configuration options and final decisions.

- Record requirements for recommended software enhancements and perform analysis on potential benefit(s) resulting from said enhancements.

- Log issues and risks identified by the team in the Program's central log, track statuses, and update the central log as needed.

- Assist with weekly team status reporting.

- Share information with other teams as needed.

- Conduct research through meetings with department representatives, review of documentation or other materials to support team tasks.

- In conjunction with the BEST Training team, draft training content related to new business processes and changes to current business practices.

- 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.

- Assist during testing activities and provide support to the BEST QA Team in recording results.

- Assist with draft and final team deliverables for review and approval.

- Participate in the team's review of vendor product deliverables.

Preferred Qualifications:

- Basic understanding of the following functions particularly in large public sector organizations:
    - 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.
- Experience with testing such as unit, system, integration, parallel, and user acceptance.
- Knowledge and understanding of system development life cycle methodologies including agile software development and rapid prototyping.
- Superior analytical and technical skills.

Required Qualifications:

- Demonstrated experience in using computer-based tools including the MS Office Suite (Excel, Outlook, PowerPoint, Word) and Visio.
- Excellent communication skills including written and verbal, presentation delivery, and facilitation skills required to facilitate meetings or planning sessions.
- Successful candidates will 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 – $120,000

Salary is commensurate with 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 / Affirmative Action 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 **April 3, 2025.**

Submissions should include the following**:**

- a letter of intent,
- resume,
- a list of relevant data and change management initiatives led by the candidate,
- two business writing samples, and

- three professional references.

Please include position title and posting number (**FY25-019**) 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.