

ICMPD Job Profile

HR Information Systems & Automation Officer¹ - P3

Functional Overview

At ICMPD, we build evidence-driven migration policy options and governance systems that engage and equip our partners to deliver effective, forward-looking responses and pragmatic solutions to complex regional migration and mobility challenges. In support of this mission, Human Resources helps create an enabling environment in which ICMPD's talent can contribute effectively and develop.

Within this context, the HR Information Systems & Automation Officer acts as the functional focal point within Human Resources Management for HR systems, process alignment, automation and information management. The Officer works closely with HR colleagues, the Information and Communication Technology Unit and external providers to identify system needs, improve data quality, support reporting and dashboards, streamline HR processes and promote appropriate automation.

The HR Information Systems & Automation Officer contributes to strengthening HR service delivery, process consistency, data reliability and management information across the Organisation. The role supports the documentation of HR workflows, the definition of business requirements, the testing and rollout of system improvements, and the development of user guidance and training materials. The Officer also supports the Head of HRM and senior management by providing accurate HR data, workforce information, dashboards and analytical reports to inform planning, monitoring and decision-making.

Key Results

Alignment with the Regulatory Framework: HR processes, workflows and related tools are regularly reviewed to ensure consistency with ICMPD's regulatory framework, policies and implementing rules. HR processes are monitored on an ongoing basis to identify gaps, improve consistency and support effective implementation. Where needed, adaptations to HR systems, digital tools and process documentation are proposed to reflect evolving organisational requirements.

Process Improvement and Automation: HR processes, workflows and related documents are regularly reviewed to identify opportunities for simplification, standardisation and appropriate automation. Proposals for process improvements are prepared and presented, supported where relevant by data, charts, tables and other visual tools. Corrective actions for identified issues are proposed, followed up with relevant stakeholders and tracked until completion. Lessons learned are documented and shared to support continuous improvement and stronger HR service delivery.

HR Systems, Interfaces and Functional Roadmap: HR system needs, data flows, workflows and digital interfaces are assessed and documented in coordination with HR colleagues, the ICT unit and relevant external providers. Opportunities for new applications, system modifications or improved interfaces are identified to support better integration of HR workflows and data with ICMPD's business applications. A clear HRIS functional roadmap is maintained, reflecting HRM priorities, user needs and agreed system improvements. Automated data processes are set up, maintained and documented.

¹ This profile is classified at IP3.

Standardised HR processes are accurately reflected in the relevant systems. HR key users are supported, user acceptance testing is coordinated and documented, and operational risk is reduced through clear documentation, knowledge sharing and effective cooperation with ICT.

HR Data Integration, Testing and Reporting: Testing approaches for new or updated HR applications, workflows, reports and system functionalities are developed and implementation is supported. Application and service tests are conducted, results are documented and identified issues are followed up until resolution. HR data from different systems, databases and sources is gathered, validated and analysed. Data visualisations, reports and dashboards are prepared for internal use to support monitoring, planning and decision-making.

HR Analytics, Workforce Data and Knowledge Management: Statistical results and HR data are analysed, interpreted and translated into clear reports, presentations and dashboards for the Head of HRM and senior management. Accurate workforce data and organisational charts are maintained to support planning, monitoring and decision-making. Training, guidance and capacity-building materials are developed and delivered for HR users and other relevant end users. An HR knowledge base is established and maintained to support consistent practice, knowledge sharing and continuity. The HR Focus site is maintained and updated to ensure that HR information, guidance, forms and relevant resources are accessible, accurate and up to date.

Required Expertise

- Ability to identify issues, analyse problems and contribute to practical solutions.
- Strong understanding of end-to-end HR processes, HR workflows and HR data flows.
- Good knowledge of HR policies, procedures and guidelines, and ability to support their consistent implementation through HR processes and systems.
- Ability to document, review and improve HR workflows, processes and user requirements.
- Ability to translate HR business needs into clear system requirements and functional specifications.
- Conceptual, analytical and evaluative skills, including the ability to conduct research and analysis.
- Ability to support the development and delivery of data solutions, reports and dashboards to facilitate HR planning, monitoring, decision-making and implementation.
- Good understanding of data sources, data structures and data quality requirements.
- Keen interest in analytics, information management, digital tools and data optimisation.
- Analytical thinking and ability to identify opportunities for simplification, standardisation and appropriate automation.
- Ability to prepare clear documentation, process notes, user guidance and training materials.
- Strong coordination and partnership-building skills, including the ability to work effectively with HR colleagues, ICT, users and external providers.
- Ability to manage competing priorities and work under tight deadlines.
- Commitment to continuous improvement, accuracy, confidentiality and data protection.

Qualifications, Experience and Language Skills

- Master's degree (or equivalent) in a relevant field. A first-level university degree (bachelor's degree or equivalent) with two additional years of relevant work experience may be accepted in lieu of the master's degree.
- Five years of relevant experience in business analysis, data analysis, preparation of business requirements for system development, testing and system deployment, business process design, and data management or analytics in a human resources setting.
- Experience in the use of key business tools.
- Experience in managing conflicting priorities and working with tight deadlines.

- Strong client orientation, communication skills and attention to detail.
- Knowledge of M365; good knowledge of SharePoint 2016 would be an asset.
- Proficiency in verbal and written English.