Our company is growing rapidly and is looking to fill the role of resource planning analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for resource planning analyst

- Collaborate with and support the Laboratory Planning team members, local lab management, and other global and local support functions to assist in the development and implementation of the global laboratory strategy and vision
- Work closely with local lab management teams to ensure proactive and predictable human capital resource and capacity plans to meet production delivery time goals for clients
- Develop, monitor and analyze global human capital resource planning function and production data for capacity plans and forecast reports
- Provide ongoing analytical insight and action plans on key issues, risks, and opportunities
- Establish credibility, trust, and sustainable relationships throughout the organization to support each laboratory's needs in alignment with global lab goals
- Demonstrate comprehension of the global nature of GIA's business with respect to different cultures, political and economic factors, and awareness of the needs specific to each laboratory
- Demonstrate professionalism through effective communication
- Other planning-related duties as assigned
- May support ongoing or special analyses related to future flight schedules, potential staffing standards changes, strategic initiatives and potential changes to labor agreements

Qualifications for resource planning analyst

- Strong experience with workforce management tools & methodology
- Ability to build and interpret back office plans
- Previous experience in an MI Analyst role within a contact centre
- Experience and knowledge of working with contact centre forecasting and planning models with proven experience of successfully creating accurate resource plans and schedules
- Supporting existing IBM applications like TOM/TTR, Spider, AutoLoad, NetChange, CPEHold, CPE, with alignment to IBM software release management
- Strong interpersonal skills, including the ability to communicate with diverse staff professionally and effectively