

Job Description – MIT Job #25698

Functional Area:	Office of the Vice President for Finance, Financial Operations, HR/Payroll		
Job Title:	HR - Payroll Assistant 2	Position Title:	HR/Payroll Representative
Reports to:	Manager of HR/Payroll Services	Prepared on:	May 2026
Salary Grade: 5	Hourly Rate: \$24.28 - \$32.90/hr	Hours per week/status: 40/Non-Exempt	

About the Office of the Vice President for Finance:

Join the MIT Office of the Vice President for Finance (VPF) and be part of a team dedicated to managing the Institute's financial resources to support education, research, and innovation. At VPF, we prioritize excellence, integrity, and inclusiveness in our work and office culture.

VPF achieves goals through teamwork and collaboration, and we celebrate those successes together. Our team comprises professionals with diverse backgrounds and skill sets who share a passion for financial and administrative excellence.

VPF offers flexible work schedules with both remote and in-office work. Depending on the position and specific team schedules, a VPF staff member will spend 2-8 days per month in the office. Our primary location in Technology Square is convenient to amenities, including coffee shops, lunch spots, and events on MIT's main campus. Commuter resources, including free MBTA passes and commuter rail discounts, are available to all employees.

MIT's comprehensive benefits package demonstrates a commitment to our employees' well-being. Our benefits include health and dental insurance, a 401(k) plan with employer match, an additional pension plan with 100% of contributions managed and paid for by MIT, paid vacations and holidays, and more.

Position Overview

The HR/Payroll Representative is a member of the HR/Payroll Services team responsible for the processing, auditing, and servicing of all HR and Payroll-related transactions for MIT Faculty, Staff, and Students. They will provide excellent customer service to the MIT Community and external customers and build productive working relationships. The HR/Payroll Representative will review, research, and communicate complex payroll issues effectively to affected parties and identify and recommend opportunities for improvements in systems and processes. They will serve as a contact for government agencies on child support, workers' compensation, IRS Levies, Summons, etc., as well as administer special deductions, Long Term Disability, and other MIT-provided benefits' taxation.

Principal Duties and Responsibilities

- Processes human resources (HR) and payroll transactions submitted by the community using an array of systems, such as SAP, APR, GAP, Summer Session, Student Hourly Application, etc.
- Responsible for processing high volume of transactions with tight deadlines.
- Processes complex "Other transactions" form in collaboration with Departments and Payroll team as needed.

- Uses in-depth knowledge of individual systems and how they work together to guide DLCs through different types of appointments and their nuanced details. Provides support on SAP payroll system configuration and compliance with MIT policies and regulatory requirements.
- Responds to requests in the HR ticketing queue from all levels of the community. Provides timely, cordial customer service correspondence and explains and clarifies complex information to audiences with different needs.
- Analyzes data and process issues and proposes path forward for data entry and procedures.
- Using knowledge of Payroll, Payroll Taxation, and HR Practices and Guidelines, partners with community members of all levels to effectively support them regarding transactions, payroll taxes, various deductions, general payment issues, and other complex payroll-related issues.
- Assists in developing and maintaining payroll processes documentation.
- Gathers and documents the needs of end-users and brings suggestions for process improvements and enhancements to HR/Payroll manager.
- Contributes to process improvements and gaps in community knowledge by providing training.
- Processes retro appointments and collaborates with HR/Payroll accounting team as needed.
- Supports the salary distribution system and related processes by partnering with the community and enhancing their knowledge wherever gaps are present. Analyze and fulfill different requests.
- Serves as a contact for Government agencies on matters related to child support processes, workers' compensation, IRS Levies, IRS Lock-in letters, Summons, and other creditors.
- Processes health care imputed income and tuition reimbursement taxation.
- Works with Lincoln Lab on timely and accurate processing of imputed income for consultants.
- Coordinates with the MIT Relocation office and the HR/Payroll Accounting team on NIFALs and CIMs Faculty programs.
- Responsible for SAP setup, changes, and record maintenance for assignments to Kwaj and other states.
- Collaborates with the MIT Long Term Disability (LTD) office on continuous handling of employees approved for LTD- transfer from active to LTD status, reinstatements, LTD completion, as well as social security offsets and calculation of amounts owed as part of MIT's collection efforts.
- Works with various MIT offices and manages different manual deduction types such as educational loans, Faculty mortgages, Travel, etc.
- Sets up grandfathered employees, retirees' setup/cancellation, and troubleshooting of transaction errors for the MIT Credit Union.
- Liaises between HR/Payroll and the MIT Parking office on T-pass and parking refunds, making manual adjustments, and bicycle reimbursements
- Administer Graduate Housing and LL Summer housing rent deductions by coordinating with MIT Housing and LL summer program owners.
- Works with various stakeholders on setup/maintenance of employee records for 6 Campus unions.
- Reviews and/or runs daily, weekly, and monthly audit files to analyze and address data issues.
- Provides employment verifications to 3rd parties.
- Maintains records in OPTIX system.
- Performs other duties and projects as assigned.

Qualifications

Required

- High school diploma or equivalent
- Minimum three (3) years of experience in payroll, finance, HR and/or experience in an administrative environment
- Ability to understand payroll concepts
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and familiarity with video conferencing and collaboration tools (e.g., Zoom, Teams, Slack)

- Excellent verbal and written communication skills
- Strong organizational skills with the ability to manage a high volume of work, balance competing priorities, meet deadlines, and maintain attention to detail in a fast-paced environment
- Demonstrated dependability, follow-through, and commitment to producing high-quality and accurate work
- Ability to exercise discretion, tact, and sound judgment when handling sensitive or confidential information
- Demonstrated adaptability and flexibility to learn new skills, take on additional responsibilities, and support evolving team needs
- Strong collaboration and interpersonal skills, with the ability to build effective working relationships across teams and the broader community
- Strong analytical and problem-solving skills with a focus on continuous improvement
- Ability to proactively identify needs, propose solutions, and follow tasks through to completion
- Ability to provide responsive and professional support to internal and external stakeholders
- Ability to troubleshoot and resolve issues independently with minimal guidance, and appropriately escalate complex issues to a manager when necessary
- Ability to meet performance metrics assigned for the unit

Preferred

- Bachelor's degree in a related field
- Prior MIT experience
- Experience with enterprise financial or accounting systems such as SAP, Oracle, Brio Query, or Cognos

Supervision Received

Reports to the Manager of HR/Payroll Services

Supervision Exercised

None

Additional Information

MIT considers equivalent combinations of experience and education for certain jobs. All candidates who believe they possess equivalent experience and education are encouraged to apply.

Employment is contingent upon the completion of a satisfactory background check.

MIT is unable to provide work authorization or visa sponsorship for this position.

This position has a six-month probationary period for new employees to the Institute.

MIT is an equal employment employer

VPF benefits from a diverse and engaged workplace and seeks to further enhance our community by employing individuals from varied backgrounds. VPF actively supports MIT's commitment to advancing a respectful and caring community that embraces diversity and empowers everyone to learn and do their best.

All qualified applicants will receive equitable consideration for employment based on their experience and qualifications and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, pregnancy, religion, disability, age, genetic information, veteran status, or national or ethnic origin.

VPF is Mission Focused

The Office of the Vice President for Finance (VPF) advances MIT's mission by supporting thoughtful stewardship and effective deployment of the Institute's financial resources. Forward-thinking and future-oriented, the office is working to create a seamless administrative experience for MIT colleagues and make it easier for them to comply with grant, accounting, and other applicable rules. VPF also seeks to enhance the quality of financial information available to MIT and is focused on providing services that are readily adaptable to the evolving demands of an increasingly global Institute.