

MANAGEMENT ANALYST 2

KIND OF WORK

Professional organization and administrative analysis work.

NATURE AND PURPOSE

Under limited supervision/procedural control, conducts continuing and special studies of departmental organization, methods, and systems requiring specialized knowledge of program operations and the application and interpretation of policy to recommend and install new or revised work methods and procedures for clearly defined problems in areas such as records and publications management; policy and procedures development/analysis; organization of office space; work and information flow; systems analysis/design; data processing; fiscal and budgetary analysis; cost/benefit analysis; review of legislation; and/or analysis of organizational structure; performs related work as required.

This journey-level professional class requires a foundation in the principles of a general field of knowledge, including involved practices and historical examples needed to conduct and continually improve work processes with strong awareness of immediate and sustained effects on customer satisfaction.

The “Series-at-a-Glance” Chart distinguishes the Management Analyst 2 from the adjacent classes of Management Analyst 1 and Management Analyst 3. When work activities (e.g., modify current procedures/policies) overlap several adjacent job classes within this series, the importance, autonomy, and frequency of these activities impact the final classification decision.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Analyzes specific areas of operating divisions such as computer or telecommunication systems, staffing and programs, records management, organizational structure, office space requirements and layout, work methods and procedures to develop, revise and modify policies and procedures by conferring with operating personnel, making on-site observation and determining user needs; by establishing systems requirements and operation/administrative procedures and communicating these needs to EDP personnel; by preparing flow charts and planning and carrying out design studies to determine needed improvements; and by analyzing applications for technical feasibility.

Documents and reports study findings to complete assigned projects by preparing a written analysis of data, making oral presentations to promote understanding of findings and by making recommendations to correct procedural deficiencies and to realign organizational or task assignments, etc.

Drafts policy and procedures manuals or other instructional materials to detail procedures to implement findings by defining operational steps; by determining content and layout of information and preparing narrative charts and flow charts; and by revising/updating forms and other related data as required and ensuring that procedures are in accord with established policy.

Installs new methods and procedures, where indicated, so that anticipated benefits are realized with minimal disruption of operations by providing instructions to operating personnel; by interpreting and explaining procedures and by providing on-going technical assistance to affected staff.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Organization, control and techniques used in dealing with procedural and management problems sufficient to plan and carry out design studies.

Organizational structure, policy, procedures and methods of operating divisions sufficient to make recommendations to correct procedural/organizational difficulties.

Office management and office equipment such as computers and other data processing equipment, duplicating and accounting devices sufficient to evaluate their effectiveness and recommend and install new methods and procedures for editing, reviewing, processing and disseminating information.

Ability to:

Appraise and evaluate problems of procedural nature.

Establish and maintain effective working relationships with supervisors and employees during the course of studies in the installation of new procedures.

Prepare clear and concise reports.

Est.: 12/74
Rev.: 03/84, 03/95
Ckd.: 06/91, 07/99

T.C.: 04/84
Former Title(s): Management Analyst,
Intermediate