Management Analyst

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
MANAGEMENT ANALYST I	1685	B19	$48,244 - $76,028
MANAGEMENT ANALYST II	1686	B21	$54,278 - $87,046
MANAGEMENT ANALYST III	1687	B23	$61,184 - $99,658
MANAGEMENT ANALYST IV	1688	B25	$69,572 - $114,099
MANAGEMENT ANALYST V	1689	B27	$84,182 - $142,374

GENERAL DESCRIPTION

Performs professional organizational analysis work involving conducting studies and evaluations to improve efficiency; analyzing systems and procedures; conducting work simplification studies; and preparing operations and procedures manuals to enhance organizational effectiveness.

DISTINGUISHING CHARACTERISTICS

The Management Analyst job classification series is intended for positions responsible for analyzing and improving organizational systems, operations, and processes. This series focuses on internal agency processes, recommending efficiencies and enhanced practices within an agency. It is not intended for positions analyzing policy such Policy Analysts, which focus on policy development and its impact on programs and services.

EXAMPLES OF WORK PERFORMED

Collects and analyzes data in areas such as workload, operational, business, and managerial practices; staff utilization; organizational structure and development; and space utilization.

Monitors and reviews current organizational, procedural, and operational systems for effectiveness, efficiency, and conformance to established guidelines.

Consults with management to initiate studies; identify priorities; and define study scope, purpose, objectives, time frames, and resource requirements.

Researches historical, current, and projected data to identify problems, causes, and areas for which procedural or system changes are indicated.

Researches new or improved business and management practices for application to agency programs or operations.

Analyzes new or proposed legislation or regulations to determine their effect on program operations and management.

Analyzes agency functions and activities being considered for conversion to contract operations.

Develops recommendations for improvement and corrective action to standardize or improve organizational systems.

Conducts studies of employee or organizational efficiency and productivity and recommends changes or improvements in organization, staffing, work methods, and procedures.

Prepares comprehensive technical records and reports to present and interpret data, identify alternatives, and make and justify recommendations.

Prepares operations and procedures manuals to improve organizational effectiveness.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Note*: Distinctions between levels may be based on factors including the risk, complexity, impact, and scope of the work performed; scope of responsibility, oversight, and authority; hierarchy, reporting relationships, and placement within the organization; and the employee's related work experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

Differences in duties and authority between levels are influenced by the employing agency, specific job requirements, and whether the employee holds additional credentials, such as specialized certifications.

MANAGEMENT ANALYST I: Performs moderately complex (journey-level) professional organizational analysis work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and may routinely assist others in performing work of greater complexity.

MANAGEMENT ANALYST II: Performs complex (journey-level) professional organizational analysis work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than the previous level and may routinely assist other staff in performing work of greater complexity and may:

- Conduct readiness assessments for change initiatives, analyze results, and report findings to management.
- Review industry developments and make recommendations for possible agency application.

***Note**: Senior-level employees (levels III-V) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will typically be found at levels IV and V, depending on the structure and size of the supervised workgroup.*

Senior-level employees may perform the full range of work identified in the levels preceding their own and may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; the complexity of the work performed; the type, scope, nature, impact, or sensitivity of the assigned project(s); and the employee's related experience, education, and certifications.

MANAGEMENT ANALYST III: Performs advanced (senior-level) professional organizational analysis work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate, plan, and direct organizational studies and evaluations.
- Develop new or modify existing operational program policies, procedures, goals, and objectives.
- Develop solutions to organizational issues and concerns, develop organizational change strategies and plans, and/or conduct training for implementation of organizational solutions, strategies, and plans.
- Design, evaluate, recommend, and approve changes to forms and reports.
- Advise management on agency studies.
- Facilitate meetings with stakeholders from all areas and levels of the agency to gather necessary information for guidance documents.

MANAGEMENT ANALYST IV: Performs highly advanced (senior-level) professional organizational analysis and oversight work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may lead and conduct highly complex studies and work on large-scale change initiatives and may:

- Ensure change initiatives meet objectives.
- Participate in the implementation of change management plans.

MANAGEMENT ANALYST V: Performs highly advanced (senior-level) professional organizational analysis and oversight work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may independently perform the most complex professional organizational and policy analysis work.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of organizational development and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures; methods and procedures analysis techniques; work simplification methods; forms and records design and control procedures; and statistical analysis.

- Skill in the use of a computer and applicable software.

- Ability to analyze or evaluate problems; to develop, recommend, or present alternative solutions; to conduct or coordinate studies; to develop, interpret, or implement policies and procedures; to design programs or training; to prepare concise reports; and to communicate effectively.

Additional for Management Analyst III – V levels

- Ability to oversee and/or supervise the work of others.