



# Management Analyst

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
MANAGEMENT ANALYST I	1860	B19	\$48,244 - \$76,028
MANAGEMENT ANALYST II	1862	B21	\$54,278 - \$87,046
MANAGEMENT ANALYST III	1864	B23	\$61,184 - \$99,658
MANAGEMENT ANALYST IV	1866	B25	\$69,572 - \$114,099
MANAGEMENT ANALYST V	1868	B27	\$84,182 - \$142,374

## GENERAL DESCRIPTION

Performs professional organizational and policy analysis work, conducting organizational studies and evaluations, analyzing systems and procedures, conducting work simplification studies, and preparing operations and procedures manuals to assist management in operating more efficiently and effectively.

## 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.

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

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at a level V may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between journey levels include the degree of independence in performing the work, the complexity of the work, and may include the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

**MANAGEMENT ANALYST I:** Performs moderately complex (journey-level) professional organizational and policy 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 and policy 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. Employee may:

- Conduct readiness assessments for change initiatives, analyze results, and report findings to management.
- Conduct training on new methods and procedures.
- Conduct special projects.
- Review industry developments and make recommendations for possible agency application.

**Note:** *Any senior level employee (levels III-V) can serve as a team lead or supervisor; however, supervisory responsibilities within this job classification series will normally be found at levels IV and V. Senior-level employees may perform the full range of work listed in the examples above and may oversee, coordinate, or direct that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the complexity of the work performed, and the employee's related experience, education, and certifications.*

**MANAGEMENT ANALYST III:** Performs advanced (senior-level) professional organizational and policy 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.
- Interpret historical, current, and projected data to identify problems, causes, and areas for which procedural or system changes are indicated.
- Review and evaluate new or improved business and management practices.
- Review and evaluate recommendations for improvement and corrective action to standardize or improve organizational systems.
- Review comprehensive technical records and reports that present and interpret data, identify alternatives, and make and justify recommendations.
- Evaluate agency functions and activities being considered for conversion to contract operations.
- Evaluate industry developments and make recommendations for possible agency application.
- 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 and policy 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:

- Oversee, plan, and direct organizational studies of work problems; ensure change initiatives meet objectives.
- Help implement change management plans.

**MANAGEMENT ANALYST V:** Performs highly advanced and/or supervisory (senior-level) professional organizational and policy 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 and may:

- Oversee and/or design, evaluate, recommend, and approve changes to forms and reports.
- Oversee and evaluate recommendations developed by other management analysts.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience in methods analysis, management, organizational development, or methods and systems work. Graduation from an accredited four-year college or university with major coursework in business administration, organizational leadership, industrial organizational

psychology, or a related field is generally preferred. Experience and education may be substituted for one another.

## **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.