

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

# Management Analyst 1

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## Definition

Performs trainee-level, professional work involving the evaluation of managerial procedures and practices and development of recommendations for improvement; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

## Work Examples

Analyzes and recommends new systems or improvements in systems for records and files, machines, equipment, space layout, mail recording and routing, records classification and release; studies appropriate laws and regulations, and determines objectives and obligations of agency; recommends plans to control the retention, transfer, retirement, or disposal of agency records.

Analyzes organizational structure and work processes; prepares process, work distribution, and other charts; determines measurable work units and operations; makes workload surveys and recommends changes in work distribution and reassignment of functions.

Collects and analyzes data and determines necessity for work performed, applicability of work unit standards, workload, projections, deviations from standards, and effectiveness of processes and procedures.

Makes fact-finding surveys; collects and analyzes data and prepares manuals and handbooks with procedures to be followed in handling incoming and outgoing communications.

Reviews specified operations of limited scope and identifies areas that need improvement in efficiency, economy, and effectiveness.

## Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Administration and Management – Business and Management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.

- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a bachelor's degree.
- 2) A total of four years of education and/or full-time experience (as described in number one), where one year of full-time work experience in management analysis equals 30 semester hours of education (maximum substitution of four years).

**Notes**

Within a period of time after hire, as determined by the appointing authority, persons in this class may be required to obtain one or more of the following certificates, licenses, or endorsements:

- A government vehicle operator's license.
- Secret or above government security clearance.

*Effective date: 02/17 KF*