

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

Management Analyst 2

Definition

Performs journey-level management analysis work involving the evaluation of managerial procedures and practices and the 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

Furnishes advice and assistance to administrators and managers on management implications of proposed programs, the accomplishment of work or proposed revisions in programs for which the agency or organizational unit is responsible; advises program personnel on areas including as setting up work controls and operating procedures, delegation of authority, organizational patterns, and related matters.

Assists officials in developing management improvement programs; conducts studies and prepares recommendations for policies and procedures to be followed.

Reviews operations and identifies areas where studies should be made; takes initiative in promoting the scheduling of surveys by staff and operating division.

Studies methods and procedures currently used in major program or organizational units; interviews personnel, secures factual data, researches appropriate legislation, directives, and regulations; develops new or revised procedures, forms, manuals, and other management tools to implement changes, tests installation of procedures and forms; prepares technical reports, negotiates approval of recommendations, consults with concerned personnel, and follows up to determine compliance.

Controls the systematic retention, transfer, retirement, or disposal of agency records.

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 and two years of full-time work experience in progressively responsible management analysis.
- 2) A total of six years of education and/or full-time experience (as described in number one), where one year of full-time work experience as a management analyst equals 30 semester hours of education.
- 3) A total of six years of education and/or full-time experience (as described in number one), where 15 semester hours of accredited college or university graduate-level course work in business administration, industrial management, statistics, natural science, or closely related fields equals six months of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes experience equal to 12 months of full-time work as a Management Analyst 1.

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