

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

Management Analyst 3

Definition

Evaluates and develops difficult/complex management improvement processes, procedures, and practices and performs process improvement functions; serves as a “business systems analyst,” planning, analyzing, documenting, designing, testing, and launching business information technology systems to support core organizational functions/business processes; serves as the “records manager,” planning, developing, and implementing records management for a large department; manages a wide variety of projects to improve various agency processes, procedures, operations, technologies, and/or practices; or leads two or more employees in an agency’s management review process; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Interviews a wide variety and number of employees, supervisors, and administrative and program officials; gathers facts; defines and explores problems and possible solutions; negotiates approval of proposals and recommendations; furnishes advice on important management problems; and develops contacts to conduct management review projects of great difficulty, scope, and importance.

Serves as the liaison between the business units, technology, and support teams; engages in multiple initiatives simultaneously; tracks progress of business requirements from development through signoff.

Collaborates with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.

Leads system testing and user acceptance testing for projects and system changes; documents use cases, test scenarios, and test cases; defines test conditions and ensures flaws/issues are resolved and delivers required project outcome to end users; develops and executes test plans required by project.

Develops and executes system training plans to ensure end-user understanding and ease of use.

Elicits and documents business requirements using interviews, application design sessions, document analysis, surveys, onsite visits, business process descriptions, user meetings, process scenarios, business analysis, and task/workflow analysis according to department standards, using both technical and non-technical language, as needed.

Evaluates several related, important, and complex work processes in several programs where subject matter tends to change at frequent intervals and requires close and complex interrelationships with other programs.

Recommends new, revised, or improved management policies, practices, procedures, and methods; and organizational structures, methods, and related matters of important scope and difficulty.

Performs the complete range of the project management process (i.e., initiates, plans, executes, monitors/controls, and closes/evaluates) for a wide variety of project types with the goal of improving various agency processes, procedures, operations, technologies, and/or practices.

Applies consistent project standards to ensure the enforcement of project deadlines/schedules, budget, and scope. Confers with project staff to identify and resolve problems.

Prepares project status reports and coordinates the activities of project staff.

Assists in the development of administrative rules, the administrative rule process, and interaction with legal staff.

Plans the development and implementation of records management policies intended to standardize the filing, protection, and retrieval of records, reports, and other information contained on print or digital media.

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.
- 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.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Sales and Marketing – Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Clerical – Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

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.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.

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- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
 - Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
 - Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
 - Category Flexibility – Generate or use different sets of rules for combining or grouping things in different ways.
 - Originality – Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
 - Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

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.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Operations Analysis – Analyzing needs and product requirements to create a design.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation – Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Coordination – Adjusting actions in relation to others' actions.
- Time Management – Managing one's own time and the time of others.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

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 degree in business or public administration, management information systems, industrial management, or statistics, and experience equal to three years of full-time work in management analysis or project management.
- 2) Seven years of full-time work experience in management analysis or project management.
- 3) A combination of a total of seven years of education and full-time experience (as described in number one), where thirty semester hours of accredited college or university course work equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes two years of full-time work as a Management Analyst 2 or two and a half years as a Management Analyst 1.

Effective date: 12/16 SA