

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

SUSPENDED FROM FURTHER USE
Management Analyst 4

Definition

Performs highly responsible administrative work analyzing and developing improved managerial procedures and practices in a large state agency; 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

Evaluates present systems and programs in terms of their efficiency; recommends, develops, and assists in the implementation of new systems, procedures, and policies.

Maintains liaison with administrators in the contemporary development of new systems and in determining the feasibility of utilizing business and electronic applications; develops and presents recommendations for the improvement of established systems and programs or the design of new systems.

Directs the installation of new and improved methods and systems; directs or assists departmental officials in providing training for personnel affected by new or modified systems and procedures.

Provides technical advice to departmental officials on management problems of unusual difficulty and importance.

Directs and participates in the preparation of staff reports, procedural manuals, charts, forms, and other related materials.

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.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

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- 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.
 - 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.
- 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.

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- 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 any field, and experience equal to six years of full-time work in management analysis, two of which must have involved advanced technical analysis.
- 2) Graduation from an accredited four-year college or university with a degree in business analytics, data science, statistics, mathematics, management information systems, or industrial management, and experience equal to six months of full-time work in data analytics.
- 3) Graduation from an accredited four-year college or university with a degree in any field and possession of a professional certificate in data science or data analytics.
- 4) Graduation from an accredited college or university with a graduate degree in business analytics, data science, statistics, mathematics, business, management information systems, or industrial management.
- 5) All of the following (a, b, and c):
 - a. Two years of full-time work experience in technical management analysis; and
 - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.
 - c. A total of four years of graduate-level education and/or full-time experience (as described in part a), where thirty semester hours of accredited graduate college or university course work in public or business administration, industrial management, management information systems, financial management, or a closely-related field equals one year of full-time experience.
- 6) Current, continuous experience in the state executive branch that includes eighteen months of full-time work as a Management Analyst 3.

Notes

Pursuant to 11—IAC 52.1(2), this job class is not available for use. When current positions become vacant, the vacant positions will need to be reviewed and reclassified appropriately.

Effective date: 04/20 SA