

MANAGEMENT ANALYST

Job Code	Pay Grade
01530	P2

Nature of Work

This is highly responsible professional, technical, analytical and administrative work involving systems, operations, production, workflow, management/organizational research, and/or quality assurance. An employee in this class is responsible for the development, coordination and implementation of work standards, methods and procedures improvements and the overall assessment, testing and evaluation of equipment, procedures and practices in assigned areas and serves as a departmental expert in area of specialty. Work may include network administration, user training documentation and complex report preparation. Work requires exercising independent judgment in determining recommended courses of action and in the development and presentation of materials.

Minimum Qualification Requirements

- Eight (8) years progressive experience in management, operations, administrative analysis work, or quality assurance that includes 1 year of state or local government program/project management, management operations or information technology project systems experience including team leader or supervisory training; or
- Associate's degree in public administration, business administration, computer science or a related field and six (6) years' experience as described above; or
- Bachelor's degree and 4 years' experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Works on the development and implementation of new and improved plans, procedures, techniques and methods to adjust to the changing requirement of on-going programs.
- Participates in the resolution of critical and difficult problems or issues related to all or part of the following: management, personnel and information systems.
- Assists a departmental director in the planning and directing of departmental programs, support services and operations.
- Prepares statistical data, progress reports and summaries in conjunction with special reports.
- Analyzes information systems performance and needs,
- Troubleshoots product quality problems, assisting with vendors as necessary, to resolution.
- Reviews current technical manuals and reports to keep abreast of voice and data transmission industry advancements, quality assurance status of electronic advances and update requirements.
- May develop lab and product quality specifications for each product.
- Manages and monitors internal and external auditing of quality systems and processes.
- Reviews and participates in the preparation of analytical and research reports, summaries and recommendations.
- Investigates and defines problem areas, conducts studies and prepares reports recommending solutions or course of action.
- Performs related work as assigned or required.

MANAGEMENT ANALYST (continued)

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Knowledge, Skills, and Abilities

- Knowledge of public administration methods, principles and practices.
- Knowledge of principles and practices of quality assurance.
- Knowledge of county programs, administrative practices and procedures.
- Knowledge of current practices in large and small electronic data processing environments.
- Knowledge of operations research and systems analysis.
- Skill in assembling complex technical data in a reasonable, timely and comprehensive manner.
- Ability to apply computer applications and software.
- Ability to prepare technical reports and provide factual information within specified formats.
- Ability to establish and maintain effective working relationships as necessitated by assignments.
- Ability to analyze difficult problems and make appropriate recommendations clearly and concisely, orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
05/19	Professionals	Exempt