



## **Management Analyst, Sr.**

**Category:** Exempt  
**Pay Grade:** E22  
**Job Code:** 14661

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

This is highly responsible professional, technical, analytical and administrative position involving work 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 requires exercising independent judgment in determining recommended courses of action and in the development and presentation of materials and to produce expert analytical and technical work products in support to county affiliates, departments, and organizations. Work requires creative and original thinking. The incumbent is to work closely and harmoniously with all team members and customers within the organization to analyze and document business processes, document workflows, results of business analysis and obtain sign-off on specifications, design and execute user stories and test scenarios, lead on proposal and implementation of new policies and procedures aligned with opportunities identified by the organization, and ensure projects and technical operations are compliant with adopted frameworks ensuring that process maps and full business/functional requirements are produced, and agreed for all relevant IT projects and services.

### **ESSENTIAL JOB FUNCTIONS (examples, 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 other related job duties as assigned.

## QUALIFICATIONS

### **Education and Experience:**

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 an Associate's degree in public administration, business administration, computer science or a related field and six (6) years' experience as described above; or a Bachelor's degree in public administration, business administration, computer science or a related field and four (4) years of experience as described above; or an equivalent combination of education, training, and/or experience.

### **Special Qualifications (May be required depending on area of assignment):**

- 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.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Acquire and maintain CJIS Certification.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### **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.

## PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

## WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.