

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

MANAGEMENT OPERATIONS ANALYST SERIES

POSITION CODE

MANAGEMENT OPERATIONS ANALYST TRAINEE	25545
MANAGEMENT OPERATIONS ANALYST I	25541
MANAGEMENT OPERATIONS ANALYST II	25542

Effective: 3-16-82

SERIES INTRODUCTION:

This series includes professional positions which supervise and perform agency-wide analysis and evaluation of an agency's management functions such as planning, organizing, staffing, directing, and controlling operations so as to develop quantitative reports, recommend effective courses of action to take in correcting the broad problems of agency management, and provide advice and insight about the probable effects of alternative solutions to these problems. Such positions, generally organized on a project team basis, will be engaged in the on-site analysis of the efficiency of major agency operations and be capable of systematically analyzing complex problems of management through the design, development, and adaptation of mathematical, statistical, econometric, and other quantitative scientific methods.

The type of duties being performed by Management Operations Analysts are at an agency-wide planning and program evaluating level. Methods and Procedures Advisors are engaged in developing and measuring working programs through the detailed review and design of forms, information flows, written procedures, space utilization details, etc. The Management Operations Analyst is more concerned with testing program need, evaluating overall effectiveness, identifying management oriented program criteria and testing these against long range policy goals for the agency.

MANAGEMENT OPERATIONS ANALYST TRAINEE

POSITION CODE: 25545

DISTINGUISHING FEATURES OF WORK:

Under general supervision, for a period of from 6 to 12 months, participates in an agency-sponsored training program, receiving training and controlled working assignments designed to develop broad knowledge, understanding, and practical skills in management operations analysis as applied to the operations and programs of the employing agency.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Actively participates in an orientation and on-the-job training program designed to give cross-sectional familiarity and intimate knowledge of agency programs and operations, rules and regulations.

MANAGEMENT OPERATIONS ANALYST TRAINEE (Continued)

2. Accepts and completes assignments of increasing difficulty for the purpose of gaining experience and sharpening management analysis skills and techniques; assists higher level analysts in the conduct of management operations studies designed to evaluate an agency's management functions and to recommend effective courses of action to correct the broad problems of agency management.
3. Assists in the preparation of reports and technical correspondence pertaining to management operations studies.
4. Attends and participates in staff meetings, conferences, workshops, institutes, and other activities which will provide meaningful learning experiences.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to the completion of four years of college, supplemented by a master's degree in business or public administration, with coursework in areas such as economic theory, accounting and finance, organizational theory, and operations research (for example, courses such as analytical decision processes, quantitative analysis, operations control, linear and nonlinear programming, computer simulation and model building, economics of decision-making).

Knowledges, Skills and Abilities

Requires elementary knowledge of electronic data processing operations and the manner in which they are utilized in management operations analysis.

Requires elementary knowledge of the concepts and techniques of personnel, organization, and management analysis.

Requires elementary knowledge of the application and conduct of management studies.

Requires ability to analyze problems and develop systems of action.

Requires ability to adopt and utilize the concepts and techniques of operations research in developing research projects.

Requires ability to work closely with staff and management professionals in planning, developing, and conducting management evaluation studies.

MANAGEMENT OPERATIONS ANALYST I

POSITION CODE: 25541

DISTINGUISHING FEATURES OF WORK:

Under general supervision, analyzes the efficiency of agency-wide operations on-site, and performs clearly defined segments of larger management operations studies which are limited in scope and complexity. Problems involve substantive agency processes, operations, or questions with a limited number of variables and have clear cut relationships which allow the direct application of standard methodologies and established techniques. Judgment is required to select the appropriate techniques for data collection, treatment, and analysis and to identify significant factors which affect the system under study. Guidance from a team leader is provided as unfamiliar aspects and difficulties are encountered. Completed work is reviewed for the consistency, adequacy, and thoroughness of the techniques and methods applied, and for the accuracy and clarity of results. Work products consist of technical report segments which are presented in the form of quantitative approaches to operational and procedural analyses of possible alternatives to a given problem. Consultation is provided to management and professional staff to interpret specific studies and projects.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Conducts clearly defined segments of larger management operations studies which are limited in scope and complexity by utilizing various personal interviewing techniques, data analysis techniques which may include, but not be limited to, regression analysis, linear or dynamic programming, econometric modeling, risk analysis, scenarios, input/output analysis, and data compilation and presentation techniques; creates and distributes flow charts, informational materials, and selected proposed manual revisions and correspondence relating to new system development and current system improvement for the information needs of agency management.
2. Monitors scheduling of and deadline controls over short-range projects.
3. Participates in the review, testing, and analysis of periodic budget related and operational management reports pertaining to progress and/or problems encountered in the agency's programs, policies, and operations given established goals and objectives; compiles and prepares progress reports designed to provide feedback of information pertaining to agency operations and programs for management evaluation, future planning, and realignment of goals and objectives; evaluates funding of programs, staffing, and operations as governed by priorities, legislative action, unanticipated problems, or management modifications.
4. Develops and conducts ongoing analyses and prepares reports of policy implementation and effectiveness for use by field and central office supervisory and administrative staff; confers with team leader for advice and additional information on how to proceed when encountering the more complex and difficult problem areas.
5. Assists in the coordination and implementation of proposals for system revisions dictated by changes in state and federal regulations.

MANAGEMENT OPERATIONS ANALYST I (Continued)

6. Prepares, coordinates, and assists in presenting maps, charts, and manuals to agency staff designed to aid in the understanding of program and system changes.
7. Assists in the development of data collection instruments; translates data collected into language compatible with the model developed for analysis of a particular problem; assists in model building by participating in development sessions and developing data for testing models to ensure that the model developed will address the identified problem area.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of four years of college, supplemented by a master's degree in business or public administration, with coursework in areas such as economic theory, accounting and finance, organizational theory, and operations research.

Requires one year progressively responsible professional experience in management operations analysis or the completion of an approved training program.

Knowledges, Skills and Abilities

Requires working knowledge of electronic data processing operations and the manner in which they are utilized in management operations analysis.

Requires working knowledge of the concepts and techniques of personnel, organization, and management analysis.

Requires working knowledge of the application and conduct of management studies.

Requires ability to analyze problems and develop systems of action.

Requires ability to adopt and utilize the concepts and techniques of operations research in developing research projects.

Requires ability to present ideas clearly, both orally and in writing.

Requires ability to work closely with staff and management professionals in planning, developing, and conducting management evaluation studies.

MANAGEMENT OPERATIONS ANALYST II

POSITION CODE: 25542

DISTINGUISHING FEATURES OF WORK:

Under direction, performs complex duties in the independent conduct of either a major segment of a complex agency-wide management operations study or plans, or develops and executes a limited agency-wide study with responsibility for independent analysis of significant agency problems or questions. May serve as a team leader on a project study team with responsibility for any of the major phases of a complex study. Judgment and originality are required in adapting existing data collection techniques or creating new data collection techniques and methods for specific situations. Personal contacts involve extensive contacts with various operating staff and managers within the organization. Work is reviewed for adequacy of design, proper treatment of the problems assigned, and the proficiency with which assignments are carried out. This level of worker is expected to notify the supervisor of progress or difficulties at significant pre-established milestones and to seek guidance on matters for which established policies and procedures are inadequate. Work products consist in the planning, development, and final drafting of complex technical report segments or complete agency reports in specified topic areas.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Functions independently or may act as a team leader on limited agency-wide study or a major phase of a complex study designed to determine policy effectiveness, performance deviations, staffing needs or problems, system improvements or developments needed, etc., by using various data analysis techniques which may include, but not be limited to, regression analysis, linear or dynamic programming, econometric modeling, risk analysis, scenarios, input/output analysis, and data compilation and presentation techniques; as the team leader, is responsible for the professional counseling of other professional staff, answering technical questions regarding the study, questions regarding the types of quantitative/qualitative formulas to use in a particular segment of the operation being analyzed, questions regarding the necessary reports accompanying each phase of the study, etc.; may serve as a specialist on a study team with responsibility for a major phase of a complex study, such as the derivation of mathematical formulas and computational techniques.
2. Provides technical assistance and consultation for other bureaus, sections, and units within the agency concerning the determination of appropriate scientific methodologies, evaluative techniques, and project monitoring techniques; may represent the agency or accompany top agency officials as a technical resource consultant at meetings and conferences with other state and federal agencies, private industry, and other organizations.

MANAGEMENT OPERATIONS ANALYST II (Continued)

3. Researches innovative operational techniques and procedures for the purpose of developing improved computer systems liaison; transmits this information gathered to Information Systems personnel in a form that can be utilized most effectively in the design of improved and expanded computer systems; prepares and directs the preparation of instructions to be utilized in the testing and implementation of these computer systems by agency personnel; maintains a close working relationship with both administrative and technical Information Systems personnel for the purpose of guaranteeing that all required administrative information is being provided by the expanded and improved computer systems throughout all design and development phases and so the need for changes in the systems can be communicated without delay.
4. Reviews and analyzes bulletins, letters, and directives from other state agencies and the federal government; determines their effect upon the policies and priorities of the agency, and makes recommendations where desirable.
5. May establish priorities and completion dates for assignments and decide on methodology to successfully complete projects in a timely manner.
6. Maintains extensive personal contacts with agency operating staff and managers to facilitate the attainment of project or study goals to ensure the work product is consistent with the goals of various affected areas of the agency.
7. Initiates and designs new or revised data collection techniques and forms; prepares new mathematical and statistical models when needed to assist management.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of four years of college, supplemented by a master's degree in business or public administration, with coursework in areas such as economic theory, accounting and finance, organizational theory, and operations research.

Requires three years progressively responsible professional experience in management operations analysis.

Knowledges, Skills and Abilities

Requires extensive knowledge of the application and conduct of management studies.

Requires extensive knowledge of electronic data processing operations and the manner in which they are utilized in operations analysis.

Requires working knowledge of the subject matter of the problem area.

Requires ability to analyze problems and develop systems of action.

Requires ability to adopt and utilize the concepts and techniques of operations research in developing research projects.

Requires ability to present ideas clearly, both orally and in writing.

Requires ability to work closely with staff and management professionals in planning and developing assignments, and conducting management evaluation studies.