

JOB TITLE: PROGRAM ANALYST 2
JOB CODE: 08060

SERIES NATURE OF WORK: The Program Analyst job series describes work in the analysis and evaluation of commonwealth agency programs and projects to provide policy and decision makers with factual information to be used in program planning, improvement, monitoring, and resource allocation.

DEFINITION: This is professional work in the analysis and evaluation of agency programs and projects.

An employee in this job performs complex analytical and evaluative work of agency programs and projects to provide management with recommendations for making decisions and improving the efficiency and effectiveness of agency operations. Work involves analyzing and evaluating agency programs or projects to determine the extent to which the goals and objectives are being met and to determine the impact of changes; gathering, organizing, and analyzing data; developing solutions and recommendations for program changes; and developing statistical or narrative reports. Work involves reviewing, analyzing, interpreting, and proposing revisions to related policies, which may include proposing new policies, and ensuring compliance with policies through recommendations for agency programs. Work may also involve analyzing and evaluating business operations, processes, and systems related to the program or project to improve efficiency and effectiveness. Work is performed independently and is reviewed by an administrative supervisor for effectiveness and accomplishments.

DISTINGUISHING CHARACTERISTICS:

- Work is differentiated from the lower level job based on the responsibility for the independent review and evaluation of complex programs or projects. Complex work includes the consideration of multiple programmatic/business needs, variables, or operational requirements; consideration of impacts on other programs or current operations; and adjusting the analysis based on unanticipated results or new findings.
- Work at this level may involve supervising or serving as a lead worker over lower level analysts.

EXAMPLES OF WORK: (NOTE: The examples of work are representative of the work, but every position classified to this job may not perform all examples of work listed. Conversely, this is not an all-inclusive list of work examples.):

- Reviews and evaluates agency programs or projects to determine their impact and extent to which the goals and objectives are being met.
- Determines the appropriate evaluation or study methodology.
- Prepares data collection tools and gathers information through interviews, surveys, research, agency contacts, or system queries.
- Meets with program staff to discuss program issues.
- Uses research techniques to gather necessary information to make recommendations for changes or improvements.

- Uses and maintains databases and spreadsheets to record and analyze data.
- Applies financial, statistical, and/or mathematical methods to analyze data.
- Prepares reports, tables, charts, and graphs to make recommendations for improving agency operations.
- Develops or maintains documentation such as planning documents, policies and procedures, manuals, and forms.
- Reviews and analyzes policy, guidance, and procedures and interprets laws, policies, and procedures affecting agency operations.
- Develops or assists in developing program performance measures and monitors, updates, calculates, and recommends adjustments to performance measures to determine program effectiveness.
- Reviews and prepares federal or state documentation necessary to qualify for federal or other funding.
- Prepares and revises training materials and provides user training.
- Analyzes program operations and recommends the modification of program policies and procedures to achieve greater efficiency and effectiveness.
- Performs cost benefit and impact analyses of changes.
- Uses various methods to measure program or project performance against stated goals and objectives, identify services provided, and identify factors that facilitate or impair effectiveness.
- Responds to inquiries regarding program information.
- Functions as a lead worker for program analysis work by assigning and reviewing work, training employees, and performing quality control functions for the work.
- Performs the full range of supervisory functions.
- Employees in this job may participate in the performance of subordinates' work consistent with operational or organizational requirements.
- Performs related work as required.

ENTRY LEVEL KNOWLEDGES, SKILLS, AND ABILITIES:

- Knowledge of program evaluation processes and techniques.
- Knowledge of the methods and techniques used in researching, collecting, organizing, reviewing, and assessing data.
- Knowledge of statistical and mathematical methods.

- Ability to analyze and interpret policies, procedures, and regulations.
- Ability to analyze and interpret written information and numerical data.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively orally.
- Ability to communicate effectively in writing.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES: (NOTE: These are expected of an employee performing the work of this job at the full performance level. These may not be evaluated by the State Civil Service Commission or used for Civil Service examination purposes and are not position-specific performance standards.):

- Knowledge of agency programs and projects.
- Knowledge of the principles and practices of public administration.
- Ability to develop written reports, charts, graphs, presentations, and other correspondence.
- Ability to gather, correlate, and analyze facts for devising solutions to problems and making recommendations for improvement.
- Ability to conduct program and project reviews to identify problems, devise solutions, and measure performance against stated goals and objectives.

MINIMUM EXPERIENCE AND TRAINING: (NOTE: Based on the Entry Level Knowledges, Skills, and Abilities):

- One year as a Program Analyst 1;

or

- Two years of analytical experience, one of which includes professional experience in program evaluation and the development of program recommendations, and a bachelor's degree;

or

- An equivalent combination of experience and training.