

**Position Title:** Management Analyst

**Bureau/Agency:** Bureau of Primary Health Care/Health Resources and Services Administration

**Office(s):** Office of Strategic Business Operations/Systems Division

**Supervisor:** Deputy Division Director

**Duty Station:** Rockville

**Grade/Rank:** GS-13 or Public Health Service Commissioned Corps equivalent billet

**Bargaining Unit Status:** Bargaining unit position

Systems Division Management Analysts provide IT project management best practices to the development and operation of BPHC Health Care Management Information System (BHCMIS) modules, and keep Team Leads and division leadership apprised of the status, risks, and issues associated with development projects and operational activities. Expectations include, but are not limited to:

- ORGANIZATIONAL ANALYSIS
  - Identify and analyze issues, problems, and challenges facing the organization; formulate and evaluate possible courses of action for resolving them
  - Draw conclusions based on relevant facts; and recommend solutions to organizational leadership
  - Analyze the effectiveness of a broad range of IT project management practices and recommend improvements
- PROCESS ANALYSIS
  - Provide expert analysis and evaluation of work processes and policies taking into full consideration complex legislative, programmatic, and management issues and problems
  - Prepare comprehensive reports considering such factors as actual accomplishments versus established goals, adequacy of existing versus new programs, and costs incurred in the conduct of the program
  - Develop implementation plans with milestones, timetables, audit trails, and evaluation procedures; track progress against these plans
- POLICY ANALYSIS
  - Review and evaluate policies and procedures to determine gaps where additional guidance is needed; analyze the impact of new or proposed policies and procedures on agency operations
  - Advise Team Leads, division leadership, and stakeholders on policies and procedures, including actions to be taken to accomplish work in accordance with established requirements
- PROJECT MANAGEMENT
  - Compile data and prepare reports on the status and progress of projects, to include risks and issues with their mitigation and/or resolution strategies
  - Serve as a contracting officers representative (COR) on contracts of an administrative nature and/or contractor support for IT project management
  - Develop documentation supporting and required for systems development lifecycle and operational analysis
  - Ensure that products or services comply with contractual requirements and authorize payment to vendors

SD Management Analyst Position Preferred Skills include, but are not limited to:

- Knowledge of, and some level of previous experience in, IT project/program management
- Knowledge to analyze and evaluate the efficiency and effectiveness of management practices; select appropriate qualitative and quantitative techniques for a specific situation
- Ability to develop and apply new approaches for conducting complex, comprehensive studies that deal with major issues affecting IT project management
- Knowledge to assess the effectiveness of organizational management and administrative operations against best practices and make recommendations that address issues affecting the organization's ability to accomplish its mission
- Knowledge of agency program goals and objectives, the sequence and timing of key program events and milestones, and methods of evaluating the worth of program accomplishments
- Ability to negotiate effectively with stakeholders to accept and implement recommendations
- Skill in the use of automated tracking systems and word processing/spreadsheet software
- Expert skills in written and verbal communication to prepare reports, administrative documents, policies, and procedures, and to solicit and present information and gain the cooperation of others
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint, and SharePoint)