

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Operations Analyst 2		Class Code: 001CE2
	FLSA Status: Exempt	Salary Schedule: RDS	Effective Date: 12-12-14
	Summary: Incumbent is an integral part in effectuating solutions in top-level strategy, planning, forecasting, budgeting, resource allocation, performance measurements and scheduling. Incumbent is responsible for developing and providing improvement strategies, problem solutions, process alternatives and creative resource allocation programs.		

Duties:

- Analyzes business processes, business rules, methods of data acquisition and data application for advancement of business practices, operational performance enhancement and resource allocation;
- Conducts methodic, non-routine examinations of office specific data through advanced analysis routines, queries, scripts;
- Presents findings/recommendations through the development of custom reports, charts and maps;
- Works directly with Information Technology to maintain specialty hardware including data loading/unloading, error message interpretation, SQL statement development, script updating, mass editing of datasets and software database performance analysis;
- Tests and evaluates new/existing technologies and business practices for practical and feasible implementation;
- Performs related duties as required.

Job Requirements:

- Broad knowledge of operational, mathematical, analytical, and/or statistical research techniques;
- Thorough knowledge of multiple regression or multivariate analysis, measurement and testing and interview methods and questionnaire design;
- Ability to understand and comprehend both written and verbal instructions dealing with technical and abstract theories;
- Ability to determine proper research methods to use, collect appropriate data and draw conclusions;
- Advanced knowledge of the agency mission and administrative policies;
- Extensive knowledge of computer and software programs and the ability to utilize these skills in the completion of job duties;
- Ability to take abstract concepts and formulate physical models;
- Effectively communicate, both orally and in writing;
- Excellent problem solving and analytical skills;
- Ability to research and document findings, formulate sound recommendations and make appropriate decisions;
- Ability to effectively prioritize a variety of projects/functions;
- Ability to establish and maintain effective working relationships;
- Ability to work independently.

Difficulty of Work:

Incumbent must exercise considerable judgment in developing appropriate research tools and methods of data collection. Extensive judgment must be used in designing research projects. Incumbent collects, analyzes, and organizes data and prepares and maintains reports, records and/or technical evaluations related to research, tests or surveys conducted. The job is very complex involving changing departmental programs and/or the development of new programs.

Responsibility:

Incumbent reviews and analyzes problem or issue to be researched and develops principles and techniques to develop research projects. Uses research findings to develop reports, records and evaluations relative to research project that will be used in setting sectional, divisional, and departmental operational performance goals and indexes (OPI), establishment of best business practices, creation of treatment schemas and development of new processes. Incumbent works independently following general objectives and receives guidance from higher level staff.

Personal Work Relationships:

Incumbent serves in informational and/or advisory capacity with persons in agency, from other state and local agencies, business community and/or general public.