

Management & Program Analyst

Name: TBD

Career Level: GS(0343) – 7/12

Role and Responsibilities:

The Management & Program Analyst's general responsibility is to serve as the point person for program monitoring, reporting, analysis and measurement.

- Design, develop and monitor the office Balanced Scorecard
- Serve as the point person for channel data, management, and logistics
- Back-up channel's modernization partner representative
- Provide GAOIG reporting
- Monitor reports and program objectives
- Performance and Data Analysis of data
- Troubleshoot problems, issues and program support as needed
- Conduct and synthesize employee/customer satisfaction surveys and projects
- Attend budget and administrative meetings
- Mentor others and transfer knowledge as necessary

Skills:

The Program Analyst will be expected to flexible to adapt to program needs as needed.

- Coordination and organizational skills
- Shows initiative in work assigned
- Understands office logistics
- Basic computer skills
- Analytic skills – understand survey instruments, analyze results and explain data to managers
- Writing reporting
- Oral communication to provide presentations, conduct meetings
- Ability to develop strong relationships with customers and employees
- Flexibility in work assigned
- Gain knowledge on balanced scorecard and performance goals
- Understand survey tools and how to use them for program results

Interfaces:

INTERNAL

- Students Channel Immediate Office
- Budget personnel
- Cross-channel Program Analyst
- Communications/PR Office

EXTERNAL

- Regional Offices
- Vendors/Consultants

Goals/Expectations:

1. Maintain Balanced Scorecard
2. Monitor, synthesize and analyze various data
3. GAOIG reporting