

**POSITION DESCRIPTION**  
**Program Analyst**  
**GS-0343-07**

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**I. INTRODUCTION**

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This advanced entry-level position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

Participates in program studies and analysis of operations to achieve greater economy and efficiency. Prepares materials for work flow and operational analysis, cost studies, and/or equipment utilization.

Prepares initial work plans and draft reports based on existing procedures or observation of the activity to be studied.

Reviews both operational plans and current and incoming work projects. Makes recommendations for improving methods. Advises on the adequacy of budgeting. Determines the need for work standards and control systems.

**III. FACTORS**

Factor 1 - Knowledge Required by the Position FL 1-6      950 pts.

Knowledge of Federal and agency regulations and directives as well as organizational specific directives, programs, and missions to understand their impact on programs.

Knowledge of management analysis techniques to identify, consider, and resolve issues or problems.

Knowledge of operating guidelines governing administrative programs to help initiate program changes.

Skill in briefing managers and in communicating tentative recommendations regarding efficiency in program operations.

Factor 2 - Supervisory Controls FL 2-2 125 pts.

The supervisor identifies general project outlines and the work results desired, determines the methods and procedures to be employed, and provides specific instructions for new, difficult, and unusual assignments. The incumbent performs recurring assignments independently and seeks guidance from the supervisor for unusual assignments. Completed work is reviewed for technical accuracy and conformance with overall policy.

Factor 3 - Guidelines FL 3-2 125 pts.

A number of guidelines, administrative policies, Federal regulations, and directives are used to complete assignments. Judgment is used in locating and applying the provisions of the guidelines to assignments. Significant deviations are reviewed by the supervisor.

Factor 4 - Complexity FL 4-3 150 pts.

The work involves areas with diverse and unique functions. Assignments require the analysis of issues for effectiveness, efficiency, and productivity. The incumbent makes decisions regarding what needs to be done based on an analysis of the subject under review. The incumbent identifies the conditions involved and analyzes the information gathered to determine the appropriate steps and to provide tentative recommendations.

Factor 5 - Scope and Effect FL 5-2 75 pts.

The purpose of the work is to conduct management studies and provide support to higher-level analysts in the completion of mandated or management-requested studies and reviews. The work performed by the incumbent comprises a part of the overall project or study being performed and affects the accuracy of the services.

Factors 6/7 - Personal Contacts/Purpose of Contacts FL 6/7-2b 75 pts.

Contacts are with employees, supervisors, and managers in the agency but outside the immediate organization, including representatives from regional or field offices. Contacts are to coordinate plans, obtain data, and give advice on resolving problems on shared work efforts.

Factor 8 - Physical Demands FL 8-1 5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment FL 9-1 5 pts.

Work is performed in a typical office setting.

TOTAL = 1510 pts.

#### **IV. UNIQUE POSITION REQUIREMENTS**

- Reports to the Director of Administrative Services within the Students Channel
- Basic understanding about performance analysis, data analysis, troubleshooting, employee/customer satisfaction, balanced scorecards, and monitoring
- Work with Channel Representatives for special projects
- Assist with communications within Channel and across the organization