

POSITION DESCRIPTION
Program Analyst
GS-0343-12

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 full-performance level position performs analysis and advisory assignments related to the effectiveness of government programs and/or the efficiency of the management of government operations.

II. MAJOR DUTIES AND RESPONSIBILITIES

Conducts detailed analyses of complex functions and work processes of broad administrative or technical programs and makes recommendations for improvement in the effectiveness and efficiency of work operations.

Develops new methods, organizational structures, and management processes.

Counsels and advises program managers on methods and procedures, management surveys, management reports, and control techniques.

III. FACTORS

Factor 1 - Knowledge Required by the Position

FL 1-7 1250 pts.

Knowledge of Federal and agency regulations; knowledge of the specific organization's programs and missions; as well as knowledge of pertinent laws, regulations, and policies related to program/operations area to consider their impact on programs.

Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.

Skill in applying analytical and evaluative methods and techniques in developing of new procedures and approaches to identify and resolve significant issues and problems of a unique nature.

Ability to communicate effectively to make recommendations to management and brief them.

Factor 2 - Supervisory Controls

FL 2-4 450 pts.

The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent is responsible for independently performing assignments and keeping the supervisor apprised of potentially controversial issues. Completed work is reviewed for effectiveness in meeting organizational goals and overall feasibility.

Factor 3 - Guidelines

FL 3-4 450 pts.

Guidelines consist of broadly stated mission objectives and Federal regulations. The incumbent conducts extensive analysis and interpretation in applying the provisions of the numerous and complex guidelines. Independent research is conducted to determine the applicability of the guidelines for many unique and difficult assignments and modify them accordingly.

Factor 4 - Complexity

FL 4-5 325 pts.

The work involves duties requiring different processes and methods. These include the in-depth analysis of program requirements, budgetary constraints, regulatory limitations, and agency policy. The incumbent makes decisions regarding the design of plans and assesses circumstances and data available. The incumbent makes decisions, interprets considerable data, plans the work, and refines the methods and techniques to be used.

Factor 5 - Scope and Effect

FL 5-4 225 pts.

The incumbent is responsible for all phases of assignments. The work has a major impact on the efficiency and effectiveness of operations that contributes to overall productivity of the organization. The work involves studies of administrative and managerial processes and procedures to assess and subsequently refine the productivity, effectiveness, and efficiency of program operations. The issues involved may cross organizational lines or geographical areas. The studies performed could affect the administrative methods of the managerial processes of the organization.

Factors 6/7 Personal Contacts/Purpose of Contacts

FL 6/7-3c 180 pts.

Contacts include employees and top managers within the organization, as well as managers at various levels within the private sector. Contacts occur through meetings, at which the incumbent presents proposals or issues for negotiation. Contacts are for negotiation and consultation, as well as to provide information of a technical nature. The incumbent develops approaches to reach a mutual understanding of a situation.

Factor 8 - Physical Demands

FL 8-1 5 pts.

The work is primarily sedentary.

Factor 9 - Work Environment

FL 9-1 5 pts.

Work is performed in a typical office setting.

TOTAL = 2890 pts.

IV. UNIQUE POSITION REQUIREMENTS

- Reports to the Director of Administrative Services within the Students Channel
- Serves as an assistant and advisor to the General Manager of the Students Channel
- Analyzes and advises management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management, or both in the areas of performance analysis, data analysis, troubleshooting, employee/customer satisfaction, balanced scorecards, and monitoring
- Performs special and continuing assignments related to the organizational and operational performance objectives of the Students Channel
- Assist with GAOIG Reporting
- Work with Channel Representatives for special projects
- Assist with overseeing communications within Channel and across the organization
- Work with Modernization Partner representatives