MONTGOMERY COUNTY GOVERNMENT   Code No. 000117
ROCKVILLE, MARYLAND   Grade 25
CLASS SPECIFICATION   FLSA: E

PERFORMANCE MANAGEMENT AND DATA ANALYST II

DEFINITION OF CLASS:

This is intermediate level professional staff work in performance management and data analysis of a County department's business processes. Employees in the class monitor and improve the performance of a department's services by working closely and collaboratively with the department's divisions, sections, units, and teams. The work involves collecting data and information on increasingly complex problems or issues, developing technically sophisticated presentations, conducting increasingly in-depth research and analyses, and recommending data driven solutions. Employees assist the department in business process improvements using a wide range of analytical tools and methods. The results of their work ensure government accountability and transparency of department operations for the residents and employees of the County. Work contacts include the County Executive, elected officials, department and division directors, program managers, County fiscal and policy staff, external vendors, staff from County agencies, peers and contacts in external private and public organizations and industry resources. The nature and purpose of interactions involves exchanging routine and non-routine information, gathering information, explaining data submission and other requirements, coordinating schedules or meetings and resolving problems or issues. Employees may be required to speak before the County Executive and other officials, citizen groups and the public regarding straightforward and moderately controversial or sensitive matters and issues. The work of this class does not require employees to provide direct public service or assistance on a one-to-one basis.

Employees in the class determine and carry out the successive steps or methods needed to complete assignments. The supervisor or a Senior/Lead Performance Management and Data Analyst Specialist define the objectives, timeframes and priorities of the assigned work. The completed work products are reviewed to ensure accuracy, completeness and conformance with established standards and technical soundness. Employees have access to supervisory guidance when encountering unusual or difficult circumstances or obstacles. Guidelines in the form of general policy statements and precedents for conducting performance and operational reviews and analyses within the assigned work areas are available but do not always apply specifically to the various issues the employee is reviewing and analyzing. Employees may need to develop new approaches and apply creative techniques to resolve conflicts in opinions of contacts, conflicting information and data, need to identify interrelationships in organizational issues and diversity in the goals and priorities of assigned departments. Work is made complex by the variety and types of data and information received from different organizational divisions, sections, units and teams, competing organizational priorities and the need to find a balance between departmental goals and County priorities. Employees base their decisions on results of analyses and select a course of action from a variety of available alternatives. Their decisions affect operations and policies which impact on the services provided to the clients and residents of the County. Work is performed in an office environment with occasional site visits to County facilities. Employees may be subject to various work demands such as high volumes of work and tight deadlines.

EXAMPLES OF DUTIES: (ILLUSTRATIVE ONLY)
- Collects, analyzes and interprets data and information from the department's divisions, sections, units and team's information systems and other sources to identify opportunities for enhanced productivity and efficiency in discrete and cross functional management programs and operations.
- Participates in or designs data analytics projects using qualitative and quantitative investigative techniques, fact finding methods such as interviews, performance evaluations, statistical analysis, surveys, site visits and observations.
- Conducts increasingly complex studies and analyses of datasets to uncover performance trends using a wide variety of tools and systems including business intelligence software, customer relationship management software, geospatial mapping software, open data platforms, statistical analysis applications, data integration and manipulation tools and techniques.
- Establishes performance metrics and works with departments to identify problem areas and potential solutions.
- Assists in the development of or develops performance plans to ensure that plans align with department priorities.
- Develops or participates in the development of logical business models, relational databases and other data repositories.
- Works with departments to identify best practices, resources and alternatives for meeting objectives, timeliness and transparency of data.
- Synthesizes and communicates complex ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Advises management on organizational and operational performance trends, challenges and issues during regularly scheduled meetings.
- Develops presentations and facilitating meetings with diverse audiences.
- Makes recommendations to management to include options and alternatives to improve policies and programs in a fiscally responsible manner.
- Establishes and maintains collaborative relationships with stakeholders.
- Provides technical advice and guidance to divisions, sections, units and teams in the analysis and interpretation of program, operations and service area data.
- Culls information through benchmarking and best practices activities by attending meetings, conferences and networking with peers and subject matter experts.
- Performs related duties.

KNOWLEDGE, SKILLS AND ABILITIES:
- Knowledge of the principles, practices, methods and techniques of quantitative and qualitative analysis, performance measurement and management policy analysis, program evaluation and process improvement.
- Knowledge of the technology, methods and tools used in data gathering, data analysis and interpretation.
- Skill in critical thinking and problem solving to reconcile conflicting or ambiguous data and information from diverse organizational units.
- Skill in facilitating the problem resolution among groups of individuals with divergent viewpoints and interests.

- Skill in comprehending and analyzing multiple organization operations and structures and making technically and fiscally sound recommendations.
- Skill in presenting and communicating complex ideas and information to department managers, program managers and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Ability to use automated systems, technology and software as tools for analyzing data and information.
- Ability to establish and maintain effective working relationships.
- Ability to work tactfully and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of professional experience performing data analysis and interpretation, program evaluation, and/or process improvement in an academic, data administration or business data analytics environment.

Education: Graduation from an accredited college or university with a Bachelor's Degree in Information Systems, Information Technology, Computer Science, Operations Research, Business Administration, Economics, Public Administration, Public Policy, Management, Finance, Statistics, Engineering or related field.

Equivalency: (1) An equivalent combination of education and experience may be substituted.
(2) Possession of a graduate degree in one of the above fields may be substituted for one year of the required experience.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period

MEDICAL EXAM PROTOCOL: Medical History Review. Positions assigned to Fire and Rescue require Medical History Review with Drug/Alcohol Screen.

Class Established: April 2017
Revised: July 2017
Revised (Medical Protocol): February 2022
Revised - Permit County-wide utilization up to PMDA II: October 2023