

DIVISION OF WORKERS' COMPENSATION

EMPLOYMENT OPPORTUNITY

POSITION: Government Analyst I (PSDA)

BUREAU: Financial Accountability

PAY GRADE: 22 (\$38,429.52 - \$80,663.28)

LOCATION: Tallahassee

SPECIAL NOTES:

This position requires a security background check, including fingerprinting, as a condition of employment.

REQUIRED ENTRY-LEVEL Knowledge, Skills and Abilities (must bring to the job):

Ability to communicate effectively both verbally and in writing; the ability to communicate technical and data related information effectively; proofread/edit written content to meet grammatical standards; Ability to create and evaluate content for DWC websites; knowledge of SharePoint; Change Management and its best practices; and software/content release life cycles (develop, test, promote); Ability to process and organize data into logical format for presentation in reports,

documents, and other written materials; Excellent time management skills; ability to plan, organize and coordinate work assignments; identify and define tasks to complete assignments and projects; determine work priorities and ensure proper completion of work assignments by planning, prioritizing, and coordinating work assignments; Experience working in team oriented, collaborative environments, establishing and maintaining effective working relationships with others; Knowledge of the methods of data collection and analysis. Ability to collect, evaluate, and analyze data to develop alternative recommendations, solve problems, document workflows and other activities relating to the improvement of management practices.

OTHER KSAs (*Incumbent may learn on job*):

Ability to collect, evaluate, and analyze data to develop recommendations solve problems. Ability to execute and modify data queries, having the ability to adjust parameters to meet business users' requests. Conduct fact find solving techniques. Knowledge of basic management principles and practices.

Support public records requests by (interacting with the people placing the request, knowing which queries to run that satisfy most of the request and be able to run those routines, bundle it, QA it, and provide it). Seek ways to improve the efficiency of high traffic web pages.

DESCRIPTION OF DUTIES:

Provide management consultant services & assistance based upon well-established, accepted practices, theories, techniques, & methodology.

- ✓ Establishes timetables for completion of specific tasks. Conduct or participate in regularly scheduled meetings.
- ✓ Conducts special studies, inquiries or investigations to analyze problems and issues stemming from management practices and recommends corrective action to agency officials; research and investigate technology to make recommendations/improvements.
- ✓ Assisting in preparing manuals and cross-training others in use of new forms, reports, procedures, or equipment, per organizational policy.
- ✓ Provide business & technical recommendations for system improvements by analyzing users' contributions and 3rd party information.
- ✓ Support public records requests; present identified data discrepancies and outliers to the appropriate bureaus when collecting the DWC data for publication; execute routine processes to query DWC data in order to provide refreshed data sets for DWC web sites (internal & external);

Provide assistance to agency officials and their staffs.

- ✓ Promote the most efficient and effective operating objectives for the integrity of the solutions and their related communications
- ✓ Perform quality assurance of changes so ensure the solutions meet the requesters', DWC, and DFS requirements and expectations before publishing or sending the changes to the DWC stakeholders. The content should not contain any objectionable content.

Evaluates and measures the effectiveness of systems against desired program objectives.

- ✓ Work with programmers to analyze & test changes for applications by reviewing the requirements, writing test plans/scenarios/cases, as well as coordinating and overseeing the testers' activities;
- ✓ Prepares reports recording results of work performed, technical writings, and operations manuals or procedures guides

- ✓ Confers with management officials on studies or recommendations affecting the agency.

Participate in enhancing, refining, and/or creating the Division's information systems;

- ✓ Report on the users' experience using the WC Internet web solutions; Gather and present web analytical statistics for the division and bureaus about web traffic for their specific web pages or web applications;
- ✓ Make recommendations to improve the efficiency and functionality of the web-based solutions through analysis work

Perform related work as required