

INTERNAL SYSTEMS CONSULTANT II

DESCRIPTION OF WORK:

This is professional level consulting work in the analysis, modification, and design of agency administrative, records management, and word processing systems, of broad scope and complexity. Work is limited to projects and studies which do not require computer systems design. Employee is assigned to analyze broad and/or integrated administrative functions within large organizational units, or which cross multiple organizational lines, and is responsible for problem definition, recommendation of solutions, and either supervising directly or coordinating the implementation of study recommendations. Work involves application of basic quantitative analytical techniques and cost benefit analysis to reach problem solutions. Employee also prepares specific proposals for modifications of operational procedures, or changes in personnel or equipment utilization. Employee may coordinate a team of lower level Internal Systems Consultants and support staff, but usually reports to an Internal Systems-Consultant Supervisor, Management Engineer, or Division Director. Work is evaluated by the feasibility of recommendations presented, and the effectiveness with which they are implemented.

EXAMPLES OF DUTIES PERFORMED:

Analyzes agency organizational structure as it related to work to be accomplished.
Conducts interviews of employees to gain job insight and seek their contribution to the study.
Conducts time analysis studies using work sampling and modified MTM or MMM techniques.
Designs or makes extensive modifications in agency and processing systems.
Conducts cost benefit analyses on large-scale duplicating and copying equipment.
Writes agency-wide procedures for processing paper documents.
Modifies or designs internal office and agency forms.
Negotiates changes with high-level agency management and provides training and implementation of changes.
Serves as project leader and coordinates the work of a small staff of consultants.

RECRUITMENT STANDARDSKnowledges, Skills, and Abilities

Thorough knowledge of office procedures, physical layout, records management techniques, and personnel utilization in office settings and administrative systems.
Considerable knowledge of the cost and benefits of major office equipment, including photocopy and duplicating equipment.
Considerable knowledge of the techniques of forms design, records management, and the writing of procedures manuals.
Skill in the use of business statistics and quantitative work measuring techniques.
Skill in the general techniques of conducting studies of internal administrative systems, and in writing technical reports.
Skill in the techniques of interviewing, in interpersonal communications, and in making oral presentations.

Minimum Education and Experience

Graduation from a four-year college or university including a minimum of three semester hours in statistics and twelve semester hours directly related to business administration or personnel management, and four years of progressive administrative experience, or three years of experience in the design and modification of office administrative systems; or an equivalent combination of education and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.