

Research Analyst II (General)

Knowledge, Skills, Abilities, and Personal Characteristics Statements

1	Knowledge of research design methods to conduct research projects and evaluation studies.
2	Knowledge of data collection methods (e.g., survey, interviews) to ensure the proper use and validation of the research results.
3	Knowledge of appropriate sampling techniques required to ensure the sample is representative of the population.
4	Ability to conduct a literature review using various resources (e.g., library, internet) by compiling information and data from academic journals, research publications, and online sources.
5	Knowledge of practices required to ensure and maintain data security, including securely transmitting confidential data.
6	Ability to use sound research methods and principles to reach conclusions and/or make recommendations.
7	Ability to identify required data, information, materials, and resources needed to complete/perform a project.
8	Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
9	Ability to perform basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
10	Knowledge of advanced mathematical techniques (e.g., logarithms, statistics) to analyze numerical data.
11	Ability to perform advanced mathematical techniques (e.g., logarithms, statistics) to analyze numerical data.
12	Knowledge of descriptive statistical analysis techniques (mean, median, mode) to formulate conclusions and recommendations.
13	Ability to conduct and interpret descriptive statistical analyses using appropriate software (SPSS, SAS, Excel) to test research hypotheses and to formulate conclusions and recommendations.
14	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to research problems.
15	Knowledge of problem-solving techniques and processes to identify and resolve issues related to the completion of work assignments.
16	Ability to determine how a system or process works and how changes in inputs, operations, and environmental conditions may affect outcomes.
17	Ability to analyze and evaluate the impact of programs, procedures, business processes, and/or policies.

18	Ability to analyze quantitative data to reach sound conclusions and/or make recommendations.
19	Ability to analyze qualitative data to reach sound conclusions and/or make recommendations.
20	Ability to interpret quantitative data to reach sound conclusions and/or make recommendations.
21	Ability to interpret qualitative data to reach sound conclusions and/or make recommendations.
22	Ability to verify the validity and accuracy of data collected.
23	Ability to proofread and edit written materials (e.g. memos, letters, reports, procedures) to ensure accuracy and clarity.
24	Ability to read and comprehend complex or technical information in order to interpret or explain it to others.
25	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free.
26	Ability to communicate information clearly and concisely in writing to audiences with varying levels of understanding.
27	Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free.
28	Ability to create visuals to convey information using various tools and methods (e.g., Visio, Word, PowerPoint).
29	Ability to create clear and accurate written instructions and directions for individuals with various levels of technical expertise.
30	Knowledge of time management techniques to provide for efficient prioritization and completion of projects and assignments.
31	Ability to be objective and flexible to adapt to changes in priorities and work assignments.
32	Ability to manage a workload consisting of multiple projects and assignments.
33	Ability to complete work under critical timelines to meet project objectives and deadlines.
34	Ability to develop and prioritize short-range and long-range plans and schedules that support the department's goals and objectives.
35	Ability to work independently to complete projects in a timely fashion.
36	Ability to work as a member of a team to complete projects in a timely fashion.
37	Ability to verbally communicate with others to convey information effectively.
38	Ability to develop and maintain cooperative relationships (e.g., with governmental agencies, advocates, the public).
39	Ability to communicate with internal and external stakeholders with diplomacy and tact, especially concerning difficult and sensitive issues.

40	Ability to facilitate meetings and discussions in a manner that ensures participants remain focused on the intended topic and encourages active participation.
41	Ability to orally present research findings and/or other technical materials at the appropriate level of complexity for audiences of varying levels of understanding.
42	Ability to provide clear and accurate verbal instructions and directions to individuals with various levels of technical expertise.
43	Ability to access and process data located on large databases, servers, mainframes and/or desktop PCs.
44	Knowledge of word processing software (e.g., Word) to prepare correspondence and reports.
45	Knowledge of spreadsheet software (e.g., Excel) to prepare spreadsheet summaries, reports, charts, and tables.
46	Knowledge of database software (e.g., Access, SQL) to store, manage and retrieve data.
47	Knowledge of statistical software (e.g., SAS, SPSS, Access, Excel) to enter, manage and analyze data.
48	Ability to use statistical software (e.g., SAS, SPSS, Access, Excel) to enter, manage and analyze data.
49	Knowledge of software used to create visual process flow charts (e.g., Visio, Word).
50	Knowledge of electronic mail and calendaring software (e.g., Microsoft Outlook, GroupWise) for e-mail and calendaring purposes.
51	Ability to function as a technical lead for complex projects to ensure timely completion.
52	Ability to recognize when issues, activities, and/or decisions need to be elevated to management.
53	Ability to monitor work of project team members to ensure that it meets quality, quantity, and timeliness standards.
54	Ability to maintain high ethical standards in completing all assignments and projects.
55	Ability to maintain confidentiality of sensitive information and to adhere to governing laws.