

**Working Job Title:** Performance Analyst  
**Job Title:** Business Support Analyst Supervisor  
**Job Code:** GSP133  
**Grade:** M

**Salary Minimum:** \$53,310.72  
**Salary Midpoint:** \$70,677.24  
**Salary Maximum:** \$88,043.76

**Description of Duties:** Performs various functions, including monitoring, optimizing, managing the performance of KPI's to evaluate the performance outcomes for the Georgia Public Defender Council. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations.

**Essential Duties and Responsibilities:**

- Communicates the planning and strategy to community stakeholders, political and business leadership
- Coordinates all business management functions of a unit, program or facility
- Responsible for the development and implementation of performance metrics to improve operational efficiency
- Responsible for the analysis of business problems to identify the root causes and recommend corrective actions
- Provide documentation for identified problem, definition, and procedures for solving them
- Responsible for providing optimal business solutions to achieve operational and financial goals
- Performs job responsibilities with minimal supervision
- Regularly monitors, gathers, compiles and analyzes data; generates performance reports to management
- Compares intended outcomes with actual outcomes and adapting approach and framework appropriately and in line with any changes
- Evaluates quality controls to see how effective they are and identifying errors
- Coordinates the implementation and expansion of performance management and incentive tools
- Works across internal teams to deliver optimal performance to drive client growth, retention and high levels of satisfaction
- All other duties as assigned
- Serves at the pleasure of the Executive Director.

THIS IS AN UNCLASSIFIED POSITION.

THE SELECTED APPLICANT FOR THE POSITION WILL BE SUBJECT TO A REFERENCE CHECK.

PLEASE INCLUDE ALL RELEVANT JOB INFORMATION ON THE APPLICATION FOR CONSIDERATION.

**The selected candidate must meet the advertised minimum qualifications and any other qualifications specific to the job responsibilities.**

**ENTRY QUALIFICATIONS:**

Bachelor's degree in computer science or a related field from an accredited college or university AND six years of experience related to area of assignment. Notes: an equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

**EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**