

Duty Statement

Department of Managed Health Care

CLASSIFICATION: Information Technology Specialist I	POSITION: 541-1402-030	
WORKING TITLE: Data Systems Analyst	OFFICE: Office of Technology and Innovation	EFFECTIVE DATE: DATE APPROVED: 6/30/2021

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 27.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities, and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California through the use of information technology (IT). The systems OTI supports have become a valuable tool in the execution of DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools and the underlying IT infrastructure. The DMHC has embarked on an Application Modernization initiative to migrate its legacy application framework to Cloud-based Software-as-a-Service.

GENERAL DESCRIPTION:

Under direction of the Information Technology Manager I of the Business Intelligence Division (BID), the Data Systems Analyst works closely with DMHC program staff to:

- Analyze and document business requirements for Business Intelligence (BI) projects that drive the department-wide decision-making processes.
- Develop requirements and design documentation, use cases and test cases that define complex and advanced data projects.
- Develop data acquisition solutions including Extract, Transform, Load (ETL), Extract Load Transform (ELT) using our Microsoft SQL Server Integration Services and/or Tableau ELT capabilities.
- Deliver solutions within DMHC's Data Governance and Data Quality Management frameworks, to ensure high quality data is available for analysis.
- Participate in building a data-driven culture across DMHC program areas.

The incumbent is a part of a Business Intelligence (BI) team responsible for delivering enterprise data solutions. This includes planning, organizing, controlling, and managing BI initiatives and solutions for the DMHC. The incumbent also works independently and provides consultation and

information regarding all data issues related to DMHC data assets.

The Data Systems Analyst works with stakeholders to define and document program data needs, communicate them to the Data Architect, and work collaboratively to design technical solutions. The Data Systems Analyst works with OTI and Program teams to develop and deploy these solutions, systems, reports and dashboards that empower all internal and external users of DMHC data to make decisions. The Data Systems Analyst is also responsible for identifying, documenting, and resolving data quality and reporting issues within the DMHC data warehouse environment, analytics platform including ArcGIS geo-coding for spatial analysis, ingestion, and integration with MarkLogic No Structured Query Language (SQL) Data Platform, Microsoft SQL Server Reporting Services, SQL Server Integration Services, SQL Server Analysis Services and Tableau.

IT DOMAINS

- Business Technology Management
- Client Services
- Software Engineering
- IT Project Management
- Information Security Engineering
- Systems Engineering

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE **JOB DESCRIPTION**
Essential (E)/Marginal (M)

50% (E)

Requirements Analysis, Solution Design and Documentation

Work as part of a multi-disciplinary team to independently gather, analyze and document requirements for Business Intelligence (BI) projects to ensure quality of departmental data to meet the standards, as required by departmental Data Governance and Data Quality Management standards. Develop and document analytic use cases in support of BI solution development. Provide expert advice and consultation to senior management, internal and external stakeholders to identify, research and resolve outstanding data issues.

Generate, compile, populate, and validate within tables of various departmental datasets. Independently design and implement data ETL/ ELT solutions, and perform analysis related to various departmental datasets. Ensure the validation of data in accordance with published guidelines and streamline submission procedures for posting of structured data on departmental data portals, and external data sharing locations such as the California Health and Human Services (CHHS) Open Data Portal. Support the development and implementation of data governance standards, policies, and procedures. Support the delivery of the data governance program and support the data governance committee meetings.

- 30% (E) Solution Development (Data Analysis, ETL, ELT, Reporting and Data Visualization)**
Document and analyze business requirements for data analysis and reporting. Transform business requirements into technical requirements needed for development. Design, develop, and support SQL-based data-processing using data integration tools such as Microsoft SQL Server Integration Services to develop and deliver ETL solutions. Leverage Tableau software to develop and deliver ELT solutions within the Tableau architecture.
- Utilize common programming languages for systems and/or modules such as Microsoft.NET / C Sharp (C#) / ASP.NET, Java 2 Platform, Enterprise Edition (J2EE), Java Script, Extensible Markup Language (XML), Python, web services, Java Database Connectivity (JDBC) and Data Application Programming Interfaces (APIs).
- Work with OTI database engineers to translate data requirements into data models (conceptual, logical, and physical) for the Enterprise Datawarehouse, DataMart and other reporting and analytic database schema types [Online Analytical Processing (OLAP), Multi-dimensional OLAP (MOLAP), Relational OLAP (ROLAP), Hybrid OLAP (HOLAP), and others]. Develop and implement standards and processes to conduct annual data and system inventory of DMHC data domains. Maintain research and awareness of new technologies related to data discovery, mapping, processing, quality, and governance, and advise OTI management of their potential application for the DMHC. Extensively use SQL for database querying. Act as a data literacy champion utilizing key performance indicators and data dictionaries to educate peers and stakeholders.
- 15% (E) Data Quality Assurance**
Design, develop, implement a methodology for ongoing monitoring of data quality processes to ensure delivery of high-quality data to be used for departmental decision making. Facilitates creation and execution of data quality test plans, test cases, measurements. Monitors data quality issues in alignment with policy and reviews data incidents and requests for change. Identify areas for data quality improvements and assist in resolving data quality problems through the appropriate use of error detection and correction, process control, improvement, or design strategies. Conduct data profiling and data research activities as required. Develop and implement data reconciliation and validation processes. Support DMHC data governance stakeholders and data stewards to ensure high quality of data as an ongoing process.
- 5% (M)** Participate in data governance meetings, stakeholder meetings, strategic

planning sessions, Project Management Office (PMO) meetings, security incident responses, and other activities required of the data analyst, as needed. Perform special assignments and other related duties, as required.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee must:

- Be familiar with DMHC mission, goals, organizational structure, and major work programs.
- Demonstrate positive attitude and a commitment to conduct business in a professional manner in dealing with the public and Department clients.
- Provide quality customer service to all customers and be able to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

In addition, the employee must have:

Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work; principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices, information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs; use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes; formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information

technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employee may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in an office and periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high-rise building accessed through elevators.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively both orally and in writing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave and conduct.

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC’s Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without reasonable accommodation. *(If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the Reasonable Accommodation Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee’s Signature	Date	Supervisor’s Signature	Date