

Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Specialist I	DATE APPROVED: 12/22/2023
POSITION: 409-541-1402-039	TELEWORK DESIGNATION: <i>Remote-Centered</i>
WORKING TITLE: Business Intelligence Analytics (BIA) Developer	

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 29.7 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 using 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.

GENERAL DESCRIPTION:

Under direction of the Chief (IT Manager I) of the Business Intelligence Division (BID), the incumbent works both independently and as part of a Business Intelligence (BI) team to develop, configure, maintain, enhance, and test on-premise and cloud-based enterprise BI solutions, data warehouse, subject area data marts, ETL processes, reports, dashboards, stories, and geo-spatial analysis (mapping) solutions. The incumbent works with architects, business analysts, project management staff, program users, and management to successfully execute projects. The incumbent follows BID design guidelines and uses industry best practices to develop, test and enhance solutions within a hybrid waterfall/agile methodology (wAgile). The incumbent is proficient in utilizing tools that include, but are not limited to, Microsoft SQL Server, Microsoft SQL Server Reporting Services (SSRS), Microsoft SQL Server Integration Services (SSIS), Tableau, Microsoft Power BI, and Microsoft Excel to support daily workload. The incumbent is expected to learn how to use advanced technologies that include, but are not limited to, ArcGIS Geo-Spatial Analysis platform, Azure, Python/JavaScript programming and any future cloud-based BI platform technology that will be adopted by the BID. The incumbent proficiently uses

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Structured Query Language (SQL). The incumbent leverages advanced analytical skills to interpret requirements and develop BI and analytical solutions that meet accessibility requirements of the Americans with Disabilities Act (ADA).

IT DOMAINS

- | | |
|--|---|
| <input type="checkbox"/> Business Technology Management | <input type="checkbox"/> IT Project Management |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Information Security Engineering |
| <input checked="" type="checkbox"/> Software Engineering | <input type="checkbox"/> 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)

- 30% (E)** Follow design guidelines and industry best practices to develop, enhance, maintain, and test BI solutions including, but not limited to, data warehouse, data lake, data mart, enterprise reports and dashboards. Leverage Application Programming Interfaces (APIs) to support ingress and egress of data. Document code/systems, create data flow and ERD diagrams, and understand business needs for developing BI solutions. Develop and support analytical solutions, and ArcGIS applications. Consult with business and technical personnel. Develop technical end user data dictionaries and user guides. Deliver solutions within the constraints of a project plan managed by BID management or the Project Management Office (PMO). Work on tasks with priorities and deadlines defined by BID management. Participate in meetings, provide status reports, and complete work assignments in an effective, accurate and timely manner. Provide support for mission critical production analytics solutions/applications as required. Work with OTI and cross functional teams to understand business requirements.

- 30% (E)** Work in a self-directed manner, or in concert with business analysts or a team, to gather and analyze business requirements, system and program specifications, use/test cases and reports. Develop, ETL processes, data stores, data intensive applications and/or modules using various programming languages and software development tools, such as SQL, Python, Microsoft Visual Studio, data APIs, SQL Server, ArcGIS, Tableau, Power BI, SQL Server Integration Services, SQL Server Reporting Services, and Azure cloud BI services. Conduct unit, integration, system, and stress tests. Provide programming support and maintenance for DMHC's existing and planned BI Solutions.

- 15% (E)** Provide second tier help desk support for DMHC's data warehouse, reports, dashboards, and other BI solutions. Debug and resolve technical issues discovered during testing and while in production.

- 10% (E)** Collaborate with the DMHC Project Management Office, end-users, architects, and

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others to identify BI requirements, specifications, and solution and database design. Maintain requirements in the appropriate repositories/tools.

10% (E) Maintain source code within OTI's chosen source code control system and processes, and perform programming using OTI standards, tools, and best practices. Maintain requirements and defects within Jira, OTI's chosen requirements tracking system. Prepare test scripts and conduct unit and system integration testing. Participate in all phases of the system development life cycle activities and adhere to the departmental system development methodology. Work with the DMHC staff to conduct user training.

5% (M) Perform research and analysis on special projects as assigned and other related duties. Keep abreast of evolving technology and trends in the information technology industry.

SUPERVISION EXERCISED OVER OTHERS:

This position has no direct supervision responsibilities.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and 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:

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: 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: 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

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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.

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret, and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

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:

Employees 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 DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing 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.

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Health and Human Services Agency
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Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

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 (RA). *(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 RA 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

Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Associate	DATE APPROVED: 12/22/2023
POSITION: 409-541-1401-XXX	TELEWORK DESIGNATION: <i>Remote-Centered</i>
WORKING TITLE: Business Intelligence Analyst (Telework)	

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 29.7 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.

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GENERAL DESCRIPTION:

Under general supervision of IT Manager 1 of the Business Intelligence Division (BID), the incumbent works both independently and as part of a Business Intelligence (BI) team to develop, enhance, and test on-premises and cloud-based enterprise BI solutions, data warehouse, subject area data marts, ETL processes, reports, dashboards, stories, and geo-spatial analysis (mapping) solutions. The incumbent works with other information technology specialists, architects, business analysts, project management staff, program users, and management to successfully execute projects. The incumbent follows BID design guidelines to develop, test and enhance solutions within a hybrid waterfall/agile methodology (wAgile). The incumbent has two years of experience in developing Microsoft SQL Server based solutions, T/PL-SQL, Microsoft SQL Server Reporting Services (SSRS), Microsoft SQL Server Integration Services (SSIS) or MS Azure Data Factory and Tableau or Microsoft Power BI, and Microsoft Excel to support daily workload; The incumbent is expected to learn how to use technologies that include, but are not limited to, ArcGIS Geo-Spatial Analysis platform, Azure, Python programming and any future cloud-based BI platform technology that will be adopted by the BID. The incumbent leverages

analytical skills to interpret requirements and develop BI and analytical solutions that meet accessibility requirements of the Americans with Disabilities Act (ADA).

IT DOMAINS

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|--|---|
| <input type="checkbox"/> Business Technology Management | <input type="checkbox"/> IT Project Management |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Information Security Engineering |
| <input checked="" type="checkbox"/> Software Engineering | <input type="checkbox"/> Systems Engineering |

TYPICAL DUTIES:

Under general supervision of IT Manager 1 of the Business Intelligence Division (BID), employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE JOB DESCRIPTION

Essential (E)/Marginal (M)

- 50% (E)** Follow design blueprints and guidelines to develop, enhance, maintain, and test BI and analytical solutions including, but not limited to, data warehouse, data lake, data mart, ETL/ELT processes enterprise reports and dashboards. Leverage Application Programming Interfaces (APIs) to support ingress and egress of data. Work with architects, business analysts and project management teams to gather and analyze business requirements, system, and program specifications. Develop, debug, document, support ETL processes, data stores, data intensive applications and/or modules using various programming languages and software development tools, such as SQL, Python, Microsoft Visual Studio, SQL Server, ArcGIS, Tableau, Power BI, SQL Server Integration Services, SQL Server Reporting Services, and Azure cloud BI services. Conduct unit, integration, system, and stress tests. Provide programming support and maintenance for DMHC's existing and planned BI solutions. Deliver solutions within the constraints of a project plan managed by BID management or the Project Management Office (PMO). Work on tasks with priorities and deadlines defined by BID management. Participate in meetings, provide status reports, and complete work assignments in an effective, accurate and timely manner. Provide support for mission critical production analytics solutions/applications as required. Work with OTI and cross functional teams to understand business requirements.
- 30% (E)** Provide second tier help desk support for DMHC's data warehouse, reports, dashboards, and other BI solutions. Debug and resolve technical issues discovered during testing and while in production.
- 15% (M)** Maintain source code within OTI's chosen source code control system and processes, and perform programming using OTI standards, tools, and best practices. Maintain requirements and defects within Jira, OTI's chosen requirements tracking system. Prepare test scripts and conduct unit and system integration testing. Participate in all phases of the system development life cycle activities and adhere to the departmental system development methodology. Work with the DMHC staff to conduct user training.

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All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: 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.

Ability to: 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.

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret, and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

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State of California
Health and Human Services Agency
Department of Managed Health Care

DUTY STATEMENT

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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