

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Associate Governmental Program Analyst		WORKING TITLE EAMS Analyst		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME EAMS	
ASSIGNED SPECIFIC LOCATION Oakland			POSITION NUMBER 400 – 601-5393-369	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Manager of the Electronic Adjudication Management System (EAMS) program, the Associate Governmental Program Analyst (AGPA) provides information and support related to the filing of documents in EAMS to ensure compliance with regulatory and statutory procedures and to support day-to-day operations of EAMS. The AGPA will perform the following duties:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	<p>Identifies, troubleshoots, and reports problems related to electronic submissions to the EAMS Unit Manager and Office of Information Services (OIS). Analyzes and corrects meta-data in externally filed electronic documents and communicates results. Adds, modifies, and removes system modules, including those pertaining to user security roles or workflow processes. Implements data cleansing protocols to reconcile duplicate entries to enhance data accuracy, integrity and consistency across the system.</p> <p>Performs User Acceptance Testing (UAT) for proposed changes to verify accurate implementation in multiple EAMS environments. Creates, edits, shares, and publishes custom reports using EAMS transactional data. Responds to Public Records Act (PRA) requests. Reviews, reprocesses, or deletes batches in EAMS that failed due to filing errors. Identifies the reason(s) for deletion and communicates this information to the filer by sending a notice of document discrepancy letter via email or US Mail.</p> <p>Sustains data integrity of the Uniform Assigned Name (UAN) database, assigns names, and communicates changes to DWC district offices. Oversees modifications to the Public Information Case Search Tool database. Recommends updates to the DWC EAMS webpages and reviews and approves draft webpages in a pre-production environment. Facilitates cross- functional collaboration with internal staff to strategically address external issues, ensuring timely resolution and alignment with organizational goals. Recommends changes to improve EAMS through the submission, management, and updating of EAMS Change Requests (CRs) utilizing OIS provided forms and software.</p> <p>Participates in meetings and completes special projects with staff at all levels within DIR and DWC as well as external stakeholders in the Workers Compensation Community which includes but is not limited to, injured workers, employers, attorneys, claims administrators,</p>

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	insurance carriers, lien claimants, Information Technology (IT) professionals, and vendors.
40%	<p>Analyzes, researches, and verifies all requests for registration and enrollment in EAMS are compliant with filing rules and regulations. Performs EAMS internal administrator functions, makes statewide configuration changes, and maintains user accounts for internal staff. Assesses internal and external accounts to confirm validity and assigned security role.</p> <p>Develops training materials and manuals for DWC internal staff and external filers. Delivers on-demand internal training to DWC staff on EAMS functions through email, telephone, or video. Leads and participates in separate monthly training conference meetings on EAMS functionality for internal users and external e-filers.</p> <p>Organizes and implements Vendor Software Training (VST) to validate JET vendor electronic filing software for new vendors or changed JET File processes through group testing. Communicates complex information to electronic filers by email, phone, or video regarding changes to EAMS, the function of DWC units, documents submitted into EAMS, regulatory and statutory interpretations, procedures, reporting requirements, and jurisdiction. Provides continued education, support and direction to external vendors and staff.</p>
15%	<p>Implements orders in EAMS of the Chief Judge (CJ) or judges for the Special Adjudication Unit (SAU) litigation. Researches EAMS information for the Anti-Fraud Unit (AFU). Drafts and modifies regulations, including the E-Form Filing Reference Guide and JET File Business Rules.</p> <p>Serves as subject matter experts for all EAMS related projects including but not limited to data cleansing and deduplication of existing data, security access manager software, modification of DWC forms (electronic and print), and the development and creation of new or updated iterations of EAMS.</p> <p>Tracks and documents User Acceptance Testing (UAT) findings during rounds of beta-testing and provides feedback regarding the efficacy of each new or modified component.</p>
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Percentage of Time Spent	Marginal Job Functions
5%	Participates in meetings and completes all mandatory division and department trainings; manages and executes special projects as needed; provides necessary assistance to Administration, the Chief Judge (CJ), and the Associate Chief Judges (ACJs) as directed. Assists district offices with scanning documents into EAMS when requested. On-boards new unit staff and supplies cross-training support.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible

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for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

Under the direction of the Staff Services Manager I (EAMS Manager).

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Associate Governmental Program Analyst (AGPA) will work 40 hours per week primarily in an office setting equipped with standard office equipment. Air conditioned, in a high-rise building with elevator access, cubicle or shared space with natural and artificial lighting. In addition, the AGPA works in close proximity to others. The position is required to work extensively on computers. Also required to use telephone, copier, and scanners.

Special Requirements/Other Information

The AGPA must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside DIR and DWC to complete work assignments. The AGPA must be able to listen and communicate effectively and independently make decisions. In addition, the AGPA must demonstrate the ability to use Internet, email, and desktop applications to complete assignments. As needed, the AGPA may work over 40 hours during a work week or on weekends to complete assigned work, such as system testing.

Physical Abilities

The position requires the ability to remain in a stationary position and to work at a computer for extended periods of time and to move and transport office items in a safe manner. Some travel may be required by train, plane, or automobile.

Additional Requirements/Expectations

Must be able to maintain appropriate confidentiality at all times. The incumbent must have the ability to follow the policies and procedures of DIR and DWC, work with staff at all levels, and be dependable.

Personal Contacts

Will have contact with staff at all levels within DIR and DWC as well as external stakeholders in the Workers Compensation Community which includes but is not limited to, injured workers, employers, attorneys, claims administrators, insurance carriers, lien claimants, Information Technology (IT) professionals, and vendors.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work

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cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date