

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1401-013
Classification: Information Technology Associate (Client Services)	Tenure/Time Base: Permanent/ Full Time
Working Title: Automation Coordinator	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Development and Support Branch/ Center for Health Care Quality Support Section/ Federal Systems Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general supervision of the Information Technology Supervisor (IT Sup) II, Chief, Federal Systems Support Unit (FSSU), the Information Technology Associate (ITA) serves as the state Federal Systems Automation Coordinator and statewide resource expert, by providing assistance to Home Health Agencies (HHAs), Skilled Nursing Facilities (SNFs), vendors, and state agency staff requiring technical support on a broad range of hardware/software relating to Medicare/Medicaid Certification and State Licensure. The ITA provides technical customer support by phone and email to internal and external stakeholders, and education/consultation to certified HHAs, SNFs, state staff located in geographically dispersed locations throughout the state of California, respective professional and business associations, and other governmental agencies regarding installing, accessing, generating, and interpreting related reports. Assignments may be complex and include working with diverse technical and non-technical personnel and management at local, state, and federal agencies. The ITA possesses and utilizes the necessary general and technical competencies to prioritize work, initiate contacts, and resolve issues. The ITA identifies and applies knowledge about the organization's customers, stakeholders, business priorities, and environment in order to complete work assignments in an effective, accurate, and timely manner.

The ITA performs duties in the Client Services and Software Engineering domains.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 25% Works independently or with a team, under a technical lead, to identify, analyze, and assess the data processing needs of staff and managers related to the survey and certification processes, within the Automated Survey Processing Environment (ASPEN) and Internet Quality Improvement and Evaluation System (iQIES) applications, for the monitoring of health care facilities and proposes technical solutions to ensure accuracy of data. Develops, tests, implements, and maintains various personal computer and network applications and systems which support or enhance health care facility monitoring activities. Systems and applications supported include, but are not limited to, ASPEN, iQIES, Certification and Survey Provider Enhanced Reporting (CASPER), and all reports associated with these applications. Creates business re-engineering documentation and recommends process changes to the customer, manager, and/or management to improve efficiency and optimize the use of automation. Assists in maintaining the transfer of data from the Risk and Safety Solutions (RSS) system to ASPEN using Robotic Process Automation; reviews and distributes a report of successful and failed data transfers to staff; addresses inquiries regarding the bot's performance; and escalates issues to the technical team. Analyzes, develops, documents, and maintains detailed system documentation including, but not limited to, program specifications, technical specifications, database diagrams, process flow diagrams, workflow diagrams, and program logic. Participates in Joint Application Development (JAD) sessions performing tasks such as identifying business

processes, requirements, and system functional requirements and constraints. Works with all areas of information technology (IT) and users to complete system development life cycle and/or project-related tasks, which may include, but are not limited to, identifying IT solutions and resolving implementation issues. Provides assistance, in the form of education/consultation, to certified HHAs, SNFs, state staff located in geographically dispersed locations throughout the state of California, respective professional and business associations, and other governmental agencies regarding installing, accessing, generating, and interpreting related reports. Proposes technical solutions to ensure accuracy of data.

- 25% Monitors daily helpdesk ticket requests and provides first-level problem resolution to health care providers and state staff regarding issues related to applications including, but not limited to, ASPEN, iQIES, and the CASPER Reporting System; resolves client incidents or requests; and escalates as needed. Installs, configures, maintains, and troubleshoots applications. Processes and maintains requests for user-id and password assistance related to systems. Supports the OASIS Education Coordinator and the state's Minimum Data Set Education Coordinator by assisting with the development of educational materials, including, but not limited to, PowerPoint presentations, Frequently Asked Questions documents, video presentations, and webcasts. Provides training on a statewide basis regarding accessing and using the applications, and on accessing and interpreting reports generated from data obtained through the ASPEN, iQIES and CASPER Systems. Performs testing on federally required software and other software prior to release to the field. Provides assistance to users in the installation and troubleshooting of such software. Collaborates with stakeholders, developers, the Information Security Officer, project managers, and management to support and manage functions associated with the design, development, testing, integration, implementation, production support, and maintenance work of new and current systems.
- 25% Performs well-defined tasks requiring occasional innovative problem-solving within technology governance and process improvement guidelines. Develops and updates ITSD controls to ensure the availability of systems and databases; enhances and maintains IT software solutions; gathers, documents, and reviews system requirements and specifications aligning with technological modernization strategies in support of CDPH programs.
- 10% Serves as a resource person, consulting with subject matter experts and other staff, in areas relating to instructional design, effective use of state and federal application systems, and system changes to further develop staff training programs. Assesses identified training needs and evaluates instructional objectives and course content to match with appropriate instructional delivery options maximizing mastery of subject matter and/or skill development. Evaluates a variety of graphic software and applications and recommends the most suitable application for specific instructional projects. Develops and presents instructional support materials to incorporate adult learning principles, such as self-directed or mentorship, and measurement protocols to identify effectiveness of instruction materials, while ensuring multimedia systems and curricula meets department training guidelines, standards, and specifications. Develops and presents technical materials including, but not limited to, job aids, workbooks, student guides, and instructor support materials for specific state and federal computer applications.
- 10% Accesses federal automated systems to download data for analysis by those with the right level of permission. Creates customized reports using software applications including, but not limited to, MS Access, Structured Query Language (SQL), Crystal Reports, Excel or other specialized query software. Analyzes and recommends changes in existing data download; works with appropriate staff to create reports used to manage district office operations. Performs database

development as necessary by converting existing databases or creating new databases as requested by both staff and management. Provides reports and other analytical support as needed for special assignments, such as data clean-up projects. These reports and assignments are normally related to surveys, intakes, or facilities within the ASPEN system and could be applied to a variety of audiences, such as department management, district offices staff or by request of the federal entities working with ASPEN.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: D.S.

Date: 5/30/25