Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Staff Services Analyst	Technology Resolution Support Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-309-5157-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Technology Resolution Support Unit	Gerardo Rosas
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Staff Services Manager I
BRANCH:	REVISION DATE:
Disability Insurance	8/27/2025

Duties Based on: ☒ FT   ☐ PT– Fraction _____   ☐ INT   ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☐ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under supervison of the Technology Resolution Support Unit Manager, in the Disability Insurance (DI) Branch Central Office (CO), the Technology Resolution Support Analyst (TRSA) works in conjunction with the lead analyst to complete a broad range of analytical tasks relating to the support of DI Branch Automated Systems.

The TRSA develops, interprets, and analyzes the less complex DI Branch program business process rules when working with a lead analyst to recommend ideas for State Disability Insurance (SDI) Online, Single Client Database (SCDB) and Paid Family Leave (PFL) automated system enhancements based upon analysis and evaluation of the strengths and weaknesses of the automated systems. The TRSA collaborates with the Employment Development Department (EDD) project teams, Technology Integration Unit, Business Integration Unit, DI Branch CO and Field Office (FO) staff, Information Technology (IT) Branch staff, project vendors, and other DI Branch stakeholders to communicate desired outcomes, ensuring the IT Branch's successful implementation of recommended system enhancements, and communicate with the various

	stakeholders about automated system issues that arise, in order to resolve system issues affecting internal and external users.

Percentage of Duties	Essential Functions
30%	Analyzes and responds to the less complex DI and PFL automated system incident tickets related to claim submission and/or processing issues, system errors, and access or registration errors. Uses the SDI Online, PFL Application, Benefit Programs Online, SCDB, InfoImage, and other related systems to research and analyze the cause of system errors. Reviews business logic design documents with a lead analyst to determine point of system error; speaks with claimants, employers and doctors' offices, as well as other external customers and internal users to gather and provide information. Reviews system data, system design documents, Team Foundation Server, and Policy and Procedures Manual to determine at what point the internal user or external customer may have made the error, in order to communicate such information to the IT Branch for ease of system error resolution. Provides assistance to DI and PFL office staff on the less complex potential claim processing system errors that prevent payments, such as system outages, duplicate profiles, incorrect claim data due to out of sync automated systems, and the need for adjustment payment processing, by determining what is causing the error.
30%	Collaborates with various business partners, as a liaison, to assist with resolving the less complex claim processing or system access issues that have been identified as having data errors requiring elevated technical assistance or system errors that require more research. Researches and analyzes the less complex incident tickets received from internal customers when users have SDI Online access or registration error issues, which limit FO staff from processing claims. Analyzes SDI Online/PFL/SCDB design documents with a lead analyst to resolve issues by taking the appropriate steps to assist the claimant and/or internal user to resolve the issue or elevate to the IT team when appropriate. Analyzes pattern of system errors with a lead analyst to determine what larger programmatic system issues may exist and recommend system enhancements to the IT Branch. Participates in design sessions, cutover and training activities, and DI Command Center activities, as related to automated system enhancements, with the Technology and Business Integration Section (TBIS) and IT Branch. Assists in reviewing, analyzing, and validating the Execution Summary report for identified duplicate profiles with IT Branch on clean-up scripts by determining business system error patterns, based on customer personal identifier and identified error type in SDI Online and SCDB, to validate with partner program systems and recommend course of action to fix error(s).
20%	Enters all SDI Online, SCDB, and PFL automated system issues into the Team Foundation Server and EDD Service Manager for tracking purposes, as a resource to analyze when producing potential system enhancement ideas, and for elevation to IT Branch partners (eGov, Maintenance and Operations for SDI Online, Mainframe SCDB Group, and PFL Programmers) for data correction as needed. Works with the SDI Online Team on the internal user M26-Production Monitoring Report to resolve discrepancies when the FO Division and/or the Automated System Liaison Unit have questions on production inconsistencies related to the M26 Dashboard. Works with a lead analyst on developing and communicating Automated System Alerts when notified of a system issue that impacts DI Branch claim production. Assists in monitoring the Workers Compensation Liens Errored report and notifying the FOs for resolution. Works with DI Branch Field Offices to review the Suspended Electric Benefit Payment (EBP) Report and Deceased Claimant Report, in order to determine why claimants'

	EBP cards have been suspended and ensure deceased claimants are no longer being issued benefit payments.
15%	Represents the DI Branch in workgroups with other EDD Branches by providing knowledge of current and planned DI Branch systems fixes and builds. Partners with the IT Branch and works with a lead analyst to review and approve the DI Branch system enhancement scripts written by the IT Branch to ensure consistency between what was recommended and what will be implemented. Participates in conducting surveys and meets with focus groups and DI Branch stakeholders, regarding system errors, to identify potential system enhancements and resolutions. Participates in joint application development session meetings, as a Subject Matter Expert, with EDD project teams, TBIS, DI Branch CO and FO staff, IT Branch staff, project vendors, and other DI Branch stakeholders to create, document, and refine DI business requirements for the SDI Online, SCDB, and PFL automated system enhancements to ensure enhancements are being developed in accordance with program needs. Participates in workgroups to help develop and recommend new processes and alternatives for SDI Online/PFL/SCDB ticket resolutions.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.*

Type of Environment:
☐ High Rise   ☒ Cubicle   ☐ Warehouse   ☐ Outdoors   ☐ Other:

Interaction with Customers:
☐ Required to work in the lobby   ☐ Required to work at a public counter
☒ Required to assist customers on the phone   ☒ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

N/A

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Civil Service Classification   **Position Number**
Staff Services Analyst

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.
Supervisor's Name: Gerardo Rosas
Supervisor's Signature: *Gerardo Rosas*   Date: 08/27/2025

7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	9/5/2025
Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*		
If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.		
List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:
- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

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Click here to enter text.	280-309-5393-976
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Technology Resolution Support Unit	Gerardo Rosas
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Staff Services Manager I
BRANCH:	REVISION DATE:
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(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under direction of the Technology Resolution Support Unit Manager, in the Disability Insurance (DI) Branch Central Office (CO), the Technology Resolution Support Analyst (TRSA) will lead the completion of a broad range of analytical tasks relating to the support of DI Branch Automated Systems.

The TRSA independently or in a lead capacity develops, interprets, and analyzes the more complex DI Branch program business process rules when recommending ideas for State Disability Insurance (SDI) Online, Single Client Database (SCDB) and Paid Family Leave (PFL) automated system enhancements based upon analysis and evaluation of the strengths and weaknesses of the automated systems. The TRSA collaborates with the Employment Development Department (EDD) project teams, Technology Integration Unit, Business Integration Unit, DI Branch CO and Field Office (FO) staff, Information Technology (IT) Branch staff, project vendors, and other DI Branch stakeholders to communicate desired outcomes, ensuring the IT Branch's successful implementation of recommended system enhancements, and communicate with the various stakeholders about automated system issues that arise, in order to resolve system issues affecting internal and external users.

Civil Service Classification
Associate Governmental Program Analyst

Position Number

Percentage of Duties	Essential Functions
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(List total per each classification of staff)

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6. SIGNATURES

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Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: Gerardo Rosas	
Supervisor's Signature: *Gerardo Rosas*	Date: 08/27/2025

7. HRSD USE ONLY		
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☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	9/5/2025

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

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