

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
HUMAN RESOURCES DATA AND TECHNOLOGY SECTION
WORKDAY SUPPORT TEAM**

NAME: VACANT

CLASSIFICATION: Associate Governmental Program Analyst

POSITION NUMBER: 420-057-5393-XXX

STATEMENT OF DUTIES: Under the direction of the Staff Services Manager (SSM) II, the Associate Governmental Program Analyst (AGPA) uses their expertise in various Human Resources (HR) processes within the Department of Justice (DOJ) Workday and other systems to deliver outstanding user support, enhance user experience, satisfaction, and overall productivity. The AGPA develops tools and training aimed at supporting DOJ employees in using Workday. They ensure all departmental employees understand their roles and responsibilities in Workday, and have the resources needed for successful operation of HR systems. The AGPA partners closely with the Workday Support SSM I (Specialists), receiving mentorship and guidance while collaborating on research, evaluation, tracking, and management of resources and communications to advance Workday initiatives and support program goals.

SUPERVISION RECEIVED: Reports directly to the SSM II and may receive direction from the SSM I (Specialists).

SUPERVISION EXERCISED: None.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Occasional statewide travel may be necessary.

TYPICAL PHYSICAL DEMANDS: Sedentary; computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to e-mails, etc. Day or overnight travel throughout the State of California may be required infrequently to attend or deliver in-person training or presentations, dependent on the business needs of the department.

ESSENTIAL FUNCTIONS:

50% Collaborates with team members and leads projects to enhance user understanding with Workday and other HR technology systems, improve user functionality, and increase accuracy and compliance. Manages resources, leads change initiatives, coordinates operations, and delivers user training and communication for reliable support. Analyzes data and metrics to assess user needs and crafts precise solutions. Establishes and maintains relationships amongst Office of Human Resources management, Workday business partners, and departmental staff to ensure user needs translate into system improvements. Aids in developing and implementing project goals, metrics, and procedures. Evaluates user compliance and usability and offers data-driven recommendations for communication strategies, training programs, and system updates.

30% Works closely with the SSM I (Specialists), users, and stakeholders to brainstorm

Associate Governmental
Program Analyst
Duty Statement

potential system solutions, and contributes to the development of communication strategies to effectively promote changes. Delivers user support for HR technology systems, including managing the Workday mailbox and establishing priorities. Triage mailbox inquiries and facilitates or responds to queries and issues using their analytical skills to decode user problems and provide effective solutions. Analyzes feedback from customers, measures outcomes, and ensures problem resolution.

- 20%** Actively tests program features to gauge user impact, compiles feedback into comprehensible summaries and presentations, and delivers insightful reports to team members, management, and other stakeholders. Proactively identifies user issues, using these insights to recommend report content that enhances system functionality. Analyzes data and pinpoints inefficiencies to formulate effective solutions which enhance service delivery. Designs training materials, leads training sessions, and offers personalized assistance when necessary. Collects and incorporates feedback to improve training initiatives continually, aiming to boost user comprehension and engagement. Collaborates with stakeholders to develop data-driven recommendations that improve and amplify system usage. Employs research and data analysis skills to drive system improvements and increase user understanding.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 11/2025

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
HUMAN RESOURCES DATA AND TECHNOLOGY SECTION
WORKDAY SUPPORT TEAM**

NAME: VACANT

CLASSIFICATION: Associate Personnel Analyst

POSITION NUMBER: 420-057-5142-XXX

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) II, the Associate Personnel Analyst (APA) uses their expertise in various Human Resources (HR) processes within the Department of Justice (DOJ) Workday and other systems to deliver outstanding user support, enhance user experience, satisfaction, and overall productivity. The APA develops tools and training aimed at supporting DOJ employees in using Workday. They ensure all departmental employees understand their roles and responsibilities in Workday, and have the resources needed for successful operation of HR systems. The APA partners closely with the Workday Support SSM I (Specialists), receiving mentorship and guidance while collaborating on research, evaluation, tracking, and management of resources and communications to advance Workday initiatives and support program goals.

SUPERVISION RECEIVED: Reports directly to the SSM II and may receive direction from the SSM I (Specialists).

SUPERVISION EXERCISED: None.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Occasional statewide travel may be necessary.

TYPICAL PHYSICAL DEMANDS: Sedentary; computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to e-mails, etc. Day or overnight travel throughout the State of California may be required infrequently to attend or deliver in-person training or presentations, dependent on the business needs of the department.

ESSENTIAL FUNCTIONS:

50% Collaborates with team members and leads projects to enhance user understanding with Workday and other HR technology systems, improve user functionality, and increase accuracy and compliance. Manages resources, leads change initiatives, coordinates operations, and delivers user training and communication for reliable support. Analyzes data and metrics to assess user needs and crafts precise solutions. Establishes and maintains relationships amongst Office of Human Resources management, Workday business partners, and departmental staff to ensure user needs translate into system improvements. Aids in developing and implementing project goals, metrics, and procedures. Evaluates user compliance and usability and offers data-driven recommendations for communication strategies, training programs, and system updates.

30% Works closely with the SSM I (Specialists), users, and stakeholders to brainstorm

Associate Personnel Analyst

Duty Statement

potential system solutions, and contributes to the development of communication strategies to effectively promote changes. Delivers user support for HR technology systems, including managing the Workday mailbox and establishing priorities. Triage mailbox inquiries and facilitates or responds to queries and issues using their analytical skills to decode user problems and provide effective solutions. Analyzes feedback from customers, measures outcomes, and ensures problem resolution.

- 20%** Actively tests program features to gauge user impact, compiles feedback into comprehensible summaries and presentations, and delivers insightful reports to team members, management, and other stakeholders. Proactively identifies user issues, using these insights to recommend report content that enhances system functionality. Analyzes data and pinpoints inefficiencies to formulate effective solutions which enhance service delivery. Designs training materials, leads training sessions, and offers personalized assistance when necessary. Collects and incorporates feedback to improve training initiatives continually, aiming to boost user comprehension and engagement. Collaborates with stakeholders to develop data-driven recommendations that improve and amplify system usage. Employs research and data analysis skills to drive system improvements and increase user understanding.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 11/2025

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
HUMAN RESOURCES DATA AND TECHNOLOGY SECTION
WORKDAY SUPPORT TEAM**

NAME: VACANT

CLASSIFICATION: Staff Services Analyst

POSITION NUMBER: 420-057-5157-XXX

STATEMENT OF DUTIES: Under the supervision of the Staff Services Manager (SSM) II, the Staff Services Analyst (SSA) hones their understanding of various HR processes within the Department of Justice (DOJ) Workday and other systems to deliver outstanding user support, enhance user experience, satisfaction, and overall productivity. The SSA builds upon tools and training aimed at supporting DOJ employees in using Workday. They ensure all departmental employees understand their roles and responsibilities, and have the resources needed for successful operation of HR systems. The SSA partners closely with the Workday Support SSM I (Specialists), receiving mentorship and guidance while aiding in research, evaluation, tracking and management of resources and communications to advance Workday initiatives and support program goals.

SUPERVISION RECEIVED: Reports directly to the SSM II and may receive direction from the SSM I (Specialists).

SUPERVISION EXERCISED: None.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Occasional statewide travel may be necessary.

TYPICAL PHYSICAL DEMANDS: Sedentary; computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to e-mails, etc. Day or overnight travel throughout the State of California may be required infrequently to attend or deliver in-person training or presentations, dependent on the business needs of the department.

ESSENTIAL FUNCTIONS:

50% Collaborates with team members to enhance user understanding with Workday and other HR technology systems, improve user functionality, and increase accuracy and compliance. Develops resources, assists in change initiatives, coordinates operations, and delivers user training and communication for reliable support. Analyzes data and metrics to assess user needs and crafts precise solutions. Maintains relationships amongst Office of Human Resources management, Workday business partners, and departmental staff to ensure user needs translate into system improvements. Aids in developing and implementing project goals, metrics, and procedures. Evaluates user compliance and usability and offers data-driven recommendations for communication strategies, training programs, and system updates.

30% Works closely with the SSM I (Specialists), users, and stakeholders to brainstorm

Staff Services Analyst

Duty Statement

potential system solutions, and contributes to the development of communication strategies to effectively promote changes. Delivers user support for HR technology systems, including managing the Workday mailbox. Triage mailbox inquiries and facilitates or responds using their analytical skills to decode user problems and provide effective solutions. Analyzes feedback from customers, measures outcomes, and provides recommendations to leadership on problem resolution.

- 20%** Actively tests program features to gauge user impact, compiles feedback into comprehensible summaries and presentations, and delivers insightful reports to team members, management, and other stakeholders. Proactively identifies user issues, using these insights to recommend report content that enhances system functionality. Analyzes data and pinpoints inefficiencies to formulate effective solutions which enhance service delivery. Assists in designing training materials, delivers training sessions, and offers personalized assistance when necessary. Collects and incorporates feedback to improve training initiatives continually, aiming to boost user comprehension and engagement. Collaborates with stakeholders to develop data-driven recommendations that improve and amplify system usage. Employs research and data analysis skills to drive system improvements and increase user understanding.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 11/2025