State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:	POSITION NUMBER:
Analyst II	800-812-5393-705

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Community Care Licensing / Central Operations	Information Technology Liaison/Operations & Maintenance

SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Jenny Chi	Supervisor I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

☐ Designated under Conflict of Interest Code.

☐ Duties require participation in the DMV Pull Notice Program.

☐ Requires repetitive movement of heavy objects.

☐ Performs other duties requiring high physical demand. *(Explain below)*

☐ None

☑ Other *(Explain below)*

   All applicants will be fingerprinted and must pass a criminal background check

I certify that this duty statement represents an accurate description of the essential functions of this position.		I have read this duty statement and agree that it represents the duties I am assigned.	
SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED *(Check one)*:

☑ None   ☐ Supervisor   ☐ Lead Person   ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible: 0

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direct supervision of the Supervisor I, the Analyst II will work collaboratively with the Information Systems Division (ISD). The Analyst II will lead procurement efforts of technology software and contract development in support of the Division. The Analyst II will be expected to have a working knowledge of systems currently in use by the Division and Department; in addition to knowledge of internal and external procurement processes. The Analyst II will also provide analytical research, bill analysis, and business process recommendations to CCLD management.

A. RESPONSIBILITIES OF POSITION:

35% Independently provide consultation and assistance to Division requesters related to the provisioning of information technology (IT) software and contract services, assist requesters with preparation of necessary contract/procurement documents, obtain required approvals, and management of the contract/procurement life cycle. Perform comprehensive review and analysis of contract/procurement documents to ensure consistency, completeness, and compliance with statutory requirements or Department policies. Research, analyze, and work with requesters along with internal and external partners to address barriers to timely contract/procurement execution. Provide regular status updates to requesters to keep them informed. Frequently update internal tracking logs, develop and update process documents along with ensuring project folders are maintained accurately. Works with all levels of staff and management in CCLD to analyze user and business needs for data systems and recommend improvements. Review requirements driven by business needs or legislation, prepare written analyses, and make recommendations for system fixes, upgrades, and enhancements. Provide support to systems such as SharePoint, Field Automation System (FAS), Licensing Information System (LIS), Administration Action Records System (AARS), Guardian, Administrator Certification System (ACS), Client Death Reporting System (CDRS), and other CCLD databases. Respond to user inquiries, troubleshoot issues, and escalate system failures to ISD teams.

30% Work with programs to address system concerns and determine how system ehancements will fit into existing workflows. Collaborate with programs to draft business requirements, including process flows, rules, user feedback on screens and reporting through the Information Technology Service Request (ITSR) process. This requires meeting with users and management to ensure that the enhancements and analysis recommendations will meet required business needs. Serve as lead on projects, schedule meetings, facilitate meetings with internal and external stakeholders to ensure project deliverables are completed timely. Frequently collaborate with Division teams, Business Services, Budgets Bureau, Fiscal Policy and Forecasting, Contracts and Procurement Services, vendors, and others.

20% Serve as a frequent user and/or owner of the Division's SharePoint sites. Coordinate internally with program staff to gather design requirements and implement improvements. Maintain project files and documentation for ease of access and collaboration. Work with respective ISD teams to ensure system stability and accuracy. Independently gather data and draft recommendations for website improvements. Conduct consistent and regular analysis of Division websites is critical to identify broken links, outdated information, and areas that might be difficult to traverse by the user.

10% May serve as a lead or subject matter expert representative for the Bureau on several committees and workgroups related to the modification or development of IT systems that are under review or consideration by Division management teams. This may include, but are not limited to systems such as FAS, LIS, Guardian, CDRS, and other Division databases. Facilitate training and demonstrations of new or existing systems and tools to CCLD programs. Develop training and presentation materials using all available methods necessary to ensure the audience understands the features and use of the data systems. This may include hands-on demonstration, PowerPoint, recorded demonstration, or other presentation materials.

5% Guide and assist users with questions about CCLD data systems, reset passwords, set up new user profiles, or other system access issues. Serve in a lead or backup capacity in the management of of group inboxes that receives public inquiry or comments. Respond to questions/comments received to group inboxes. Process invoices for goods and services received and/or shipments of IT equipment to Division staff. May serve as lead in completion of document accessibility. Perform special projects and additional duties as assigned.

B. <u>SUPERVISION RECEIVED</u>:

The Analyst II reports to and receives direct supervision from the Supervisor I.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

May provide coverage for the unit in the Supervisor I's absence.

D. <u>PERSONAL CONTACTS</u>:

This position requires communication with internal Division and Department staff, vendors, and other State employees from varied experiences, perspectives, and backgrounds in a tactful, congenial, and personable manner.

E. <u>ACTIONS AND CONSEQUENCES</u>:

Failure to provide expert advice and support for IT systems can lead to decreased field productivity and inaccurate reporting. System failures may create barriers to critical resources for the vulnerable populations we serve. Additionally, failures in systems used by the Division to evaluate facilities or review the criminal histories of individuals associated with licensed facilities could result in harm to clients in care. Failure to demonstrate tact, sound judgment, consistency, and courtesy can lead to ineffective communication of the Division's needs to other Department staff, resulting in delays when resolving system issues or implementing enhancements.

F. <u>OTHER INFORMATION</u>:

This position requires extensive knowledge of CCLD programs and field operations. A solid understanding of computer technology, IT systems, and the Department's technological standards is critical. Expertise in CCLD applications and databases is essential for success in this role. Strong administrative experience in contracting and procurement services and excellent customer service is a must. Ability to take initiative, work under tight time constraints, and handle changing priorities effectively in order to complete work assignments. Knowledge and skills with Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint, OneDrive, and Powerpoint) is essential. Must possess ability to communicate effectively, both verbally and in writing.