

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-697-5393-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Admin/HRSB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

CDAB/Automation Unit

SUPERVISOR'S NAME:

Emily Taylor

SUPERVISOR'S CLASS:

Manager II

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)

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

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:

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

MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers, and supervisors to select, hire, develop, and maintain the best professional workforce in state service.

CONCEPT OF POSITION:

Under the general direction of the Manager II, the Analyst II is responsible for assisting with all ServiceNow needs of the Automation Unit. The Analyst II must exercise a high degree of initiative and autonomy in accomplishing various tasks related to ServiceNow.

A. RESPONSIBILITIES OF POSITION:

30% - Maintenance & Operation (M&O) activities for current modules

Receive all communications from control agencies and lead implementation. Work with ISD to create user stories, assign priority, and schedule for sprints. Review backlog, assign priority, and keep user stories/enhancements moving. Solicit and receive feedback from internal and external stakeholders to enhance current ServiceNow modules. Hold regular meetings with C&P and Payroll to ensure enhancements and defects are being addressed timely. Manage all groups in ServiceNow (e.g., HR - Payroll, HR - C&P). Ticket triaging, maintenance of stats, finding out what our biggest ticket items are, and whether a fix needs to be implemented because of the number of tickets.

30% - Training & Education on ESC platform and general HR practices

Create and deploy targeted video training for program and internal stakeholders. Update training as needed when modules change/update. Create, approve, and implement knowledge articles for ESC. Create and implement manuals targeted toward specific user groups to ensure complete understanding. Create and implement articles to stand up a CDSS Personnel Operations Manual.

30% - New HR Automation project activities

New modules - actively seek and prioritize projects. User business analysis to document current practices; collect all policies and associated forms; create current workflow. Plot schedule chart to create mile-markers and deadlines. Identify specific areas within current practices to automate. Collaborate with developers and ISD project manager to create user stories, receive approval from SMEs for user stories, estimate level of effort, and develop. Coordinate frequent demos to ensure development is meeting expectations. Work with ISD to develop test scripts to ensure the module meets standards. Once developed, lead User Acceptance Testing with an appropriate group of SMEs and testers and document all feedback and defects. Discuss feedback and defects with the ISD team and schedule fixes. Re-test as necessary. Coordinate rollout of module; develop training, open houses, HRMLs, knowledge articles; prepare for tickets. Hypercare coordination with ISD; who will handle technical issues as they arise. Transition projects to M&O.

10% - Troubleshoot and communicate with stakeholders

Troubleshoot issues with ISD; hold and lead meetings and office hours with Personnel Liaisons, Attendance Coordinators, and other user groups; represent the team at various stakeholder meetings. Other duties as required.

B. SUPERVISION RECEIVED:

The Analyst II receives direction from and reports to the Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

Under general direction of the Manager II, the Analyst II assists with ServiceNow maintenance, operation, training, education, project activities, troubleshooting, and communication.

D. PERSONAL CONTACTS:

The incumbent will have contact with all levels of departmental staff and management.

E. ACTIONS AND CONSEQUENCES:

Failure to act in a professional and productive manner or to exercise good judgment would limit the ability to provide effective support to ServiceNow stakeholders.

F. OTHER INFORMATION:

The incumbent must possess strong written and verbal communication skills, analytical skills, and good judgment. Must have the ability to respond quickly, work with multiple priorities, and meet deadlines. Must maintain confidentiality and sensitivity. Must work cooperatively with all staff to maintain effective communication. Must maintain a high level of customer service.

The normal work schedule for this position is from 8:00 a.m. to 5:00 p.m. Telework is available and alternative work week schedules may be provided.

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst I

POSITION NUMBER:

800-697-5157-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Admin/HRSB

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

CDAB/Automation Unit

SUPERVISOR'S NAME:

Emily Taylor

SUPERVISOR'S CLASS:

Manager II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

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CONCEPT OF POSITION:

Under the direct supervision of the Manager II, the Analyst I is responsible for assisting with all ServiceNow needs of the Automation Unit. The Analyst I must exercise a high degree of initiative and autonomy in accomplishing various tasks related to ServiceNow.

A. RESPONSIBILITIES OF POSITION:

30% - Maintenance & Operation (M&O) activities for current modules

Receive all communications from control agencies and recommend implementation in SN. Work with ISD to create user stories, assign priority, and assign to sprints. Review backlog, recommend priority, and keep user stories/enhancements moving. Solicit and receive feedback from internal and external stakeholders to enhance current SN modules. Regular meetings with C&P and Payroll to ensure enhancements and defects are being addressed timely. Manage all groups within ServiceNow (e.g., HR - Payroll, HR - C&P). Ticket triaging, maintenance of stats, finding out what our biggest ticket items are, and whether a fix needs to be implemented because of the number of tickets.

30% - Training & Education on ESC platform and general HR practices

Assist with creating targeted video training for program and internal stakeholders. Recommend updates for training as needed when modules change/update. Create knowledge articles for review and approval for ESC. Create manuals for review, approval, and implementation targeted toward specific user groups to ensure complete understanding. Create articles for a new CDSS Personnel Operations Manual to house on ESC.

30% - New HR Automation project activities

Actively seek and recommend projects. Use business analysis to document current practices; collect all policies and associated forms; create current workflow. Plot schedule chart to create mile-markers and deadlines. Identify specific areas within current practices to automate. Collaborate with Bureau Chief, developers, and ISD project manager to create user stories, receive approval from SMEs for user stories, estimate level of effort, and develop. Coordinate frequent demos to ensure development is meeting expectations. Work with ISD to develop test scripts to ensure the module meets standards. Once developed, coordinate User Acceptance Testing with an appropriate group of SMEs and testers and document all feedback and defects. Discuss feedback and defects with the ISD team and schedule fixes. Re-test as necessary. Coordinate roll-out of module; develop training, open houses, HRMLs, knowledge articles; prepare for tickets. Hypercare coordination with ISD; who will handle technical issues as they arise. Transition projects to M&O states.

10% - Troubleshoot and communicate with stakeholders

Troubleshoot issues with ISD; assist with holding meetings and office hours with Personnel Liaisons, Attendance Coordinators, and other user groups; attend various stakeholder meetings. Other duties as required.

B. SUPERVISION RECEIVED:

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Under direct supervision of the Manager II, the Analyst I assists with ServiceNow maintenance, operation, training, education, project activities, troubleshooting, and communication.

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