

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> Communications Division		<b>EFFECTIVE DATE</b> 12/01/2025
<b>BRANCH/SECTION</b> Carrier Oversight & Program Branch / Service Quality Emergency Measures and ETC		<b>CLASS TITLE</b> Public Utilities Regulatory Analyst IV
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.		<b>PHYSICAL WORK LOCATION</b> San Francisco/Sacramento
<b>INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-332-4615-022
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> Under the general direction of the Program and Project Supervisor of the Communications Division Carrier Oversight & Programs Branch – Network Performance & Public Safety Section, this PURA IV position will serve as a senior program analyst with minimal supervision. The role involves providing policy analysis, writing resolutions, conducting technical research, performing data analysis, and offering advisory support essential for the California Public Utilities Commission's (CPUC) efforts to address telecommunications and service quality (SQ) policy issues. Key responsibilities include handling service restorations, developing resiliency strategies, and supporting new Ordering Instituting Rulemaking (OIR) initiatives to ensure the quality of utility services in California, thereby fulfilling its mission to provide safe, reliable, and affordable communications services and infrastructure across the state. Additionally, this position will oversee, review, and evaluate communication services and utility service quality programs for potential improvements. This includes assessing carrier applications and conducting technical and policy analysis for the Commission's emergency response efforts related to communications services. The analyst will focus on network impacts from wildfires, natural disasters, public safety power shutoffs (PSPS), COVI D-19, social protests, and other significant events.		
<b>% of time performing duties</b>	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheets if necessary)</i>	
35%	<p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p>Lead the development of key performance standards for service quality by employing critical thinking and innovative analytical approaches focused on service quality and network resiliency. Utilize critical thinking to address service quality issues such as service restoration and tracking outages, while also supporting the creation of new standards under General Order 133 (G.O. 133). Gather information from service providers, along with maps and data from the California Governor's Office of Emergency Services (Cal OES), the California Department of Forestry and Fire Protection (CAL FIRE), and other relevant sources. Evaluate major service interruptions (MSIs) by analyzing Network Operations Report System (NORS) reports and data from the Consumer Affairs Branch (CAB) or concerning significant service outages from Cal OES. Work alongside lead analysts, legal experts, ALJs, and engineering staff to develop service quality standards and rules based on findings related to service outages and restorations. Collaborate with cross-functional teams, including consultants, staff, and other agencies, to provide updates on power outages, Public Safety Power Shutoff (PSPS) events, and disaster incidents.</p> <p>Review the resiliency strategies and Emergency Operation Plans (EOPs) submitted by telecommunications carriers, taking appropriate actions based on these submissions. Manage annual compliance filings and ensure that providers adhere to the rulings. Develop recommendations for assigned proceedings to address any policy issues or gaps by working in conjunction with analysts, legal staff, ALJs, and engineering personnel.</p> <p>Analyze responses, write memos, and prepare comprehensive reports on proposed decisions, resolutions, staff communications to various offices, and annual reports to legislatures. Collaborate closely with the legal team, telecommunications engineers, other teams, the Assigned Commissioner Offices (ACOs) and Administrative Law Judges (ALJs) to resolve decisions regarding the approval or denial of Eligible Telecommunications Carrier (ETC) applications. Provide recommendations for proposed solutions to restoration issues that could jeopardize service quality and the goals of the ETC and communications services programs. Develop recommendations for assigned proceedings to address any policy issues or gaps by working in conjunction with analysts, legal staff, ALJs, and engineering personnel. Provide advice to Commissioners, advisors, management, and other decision-makers on issues within your assigned areas</p>	

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25%	<p>Coordinate with the Communications Division to ensure adherence to policies and procedures. Familiarize yourself with communications service restoration standards and best practices, including ETC designations, G.O. 133 service quality standards and rules, NG 9-1-1 tariffs, and FCC regulations. Stay updated on any changes to these laws, rules, and policies. Develop recommendations to streamline and enhance the efficiency of the Commission's service quality (SQ) and Eligible Telecommunications Carrier (ETC) rules and policies. Additionally, ensure the delivery of safe and reliable communication services, including 9-1-1 service, throughout the State.</p> <p>Develop innovative analytical approaches and studies to prepare reports on communication service restorations. Compile outage reports from multiple sources, which include daily data requests (DR) from service providers during disasters or significant events, 9-1-1 outage reports from Cal OES, service quality raw data received from providers, and service resiliency plans. These findings should be reported to the Commission, the Legislature, and the public. Interpret complex data and review relevant mandates to make policy recommendations regarding service quality standards, reporting mechanisms, penalties, emergency response measures, and other incentives that may encourage communications carriers to maintain and improve telecommunications networks.</p>
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20%	<p>Participate and assist the lead in facilitating workshops, briefings, presentations, stakeholder meetings, and conferences. Provide written reports, correspondence, and documents to the Commissioners and their advisors, CD management, and other stakeholders regarding the status and implementation of assigned program rule changes and relevant matters. Serve as California's state representative on nationwide communication service quality programs and issues. Maintain contact with counterparts at the Federal Communications Commission (FCC) regarding carrier outage restoration matters. Act as the Commission's designated point of contact with the FCC to coordinate universal service issues.</p>
15%	<p>Oversee and guide the activities of junior staff or interns regarding service outages and service quality data. Review and address advice letter filings, draft and issue Requests for Proposals (RFPs) for consultant services, manage the selection process, and serve as the contract manager. Assist in reviewing and preparing comments on pending legislation and FCC dockets, and respond to inquiries from the public, local government, and legislative staff. Address service quality issues and network/service resiliency questions as they arise.</p>
5%	<p><b><u>MARGINAL FUNCTIONS:</u></b></p> <p>Participate in a task force dedicated to any CD or interdivisional project or program to assist with the development of policies, rules, and guidelines, as well as the implementation of assigned program rules.</p> <p>Work on short turn-around priority assignments and other job-related duties as required.]</p> <p><b><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></b></p> <p><b>Knowledge of:</b> Current trends and issues pertaining to public utilities regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities regulatory policy analysis and formulation; Federal and State agencies involved in utilities regulation; Federal and State legislation and policies pertaining to public utilities, telecommunications and transportation. Proficiency in Microsoft Excel is required.</p> <p><b><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></b></p> <ul style="list-style-type: none"> <li>• Work in an office setting, and outside in varying temperatures or on uneven ground while inspecting telephone company facilities, as assignments require.</li> <li>• Effectively engage in remote working communications including check-ins and meetings with other team members, when necessary.</li> <li>• Maintain a professional demeanor in high-stress situations with customers, stakeholders, and other parties.</li> <li>• Occasional travel throughout the state may include evenings, weekends, overnight trips, or assignments that last several days.</li> </ul>

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

<p>SUPERVISOR'S NAME (Print) KIEUCHINH TRAN</p>	<p>SUPERVISOR'S SIGNATURE</p>	<p>DATE</p>
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EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE