

## DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Executive	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 104 - 5731 - 011	
DIVISION/UNIT Enterprise Strategy Management/Continuous Improvement Team	CLASS TITLE Research Data Analyst II	
INCUMBENT NAME	WORKING TITLE Business Process Analyst	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under general supervision of the Research Data Manager, the Research Data Analyst II is responsible for identifying complex operational improvement opportunities using a variety of established methodologies. The incumbent is responsible for business process analysis and implementation, and independently performing extensive research, analytical, and advisory duties related to Business Process Improvement (BPI) and Business Process Reengineering (BPR) activities for CalSTRS in addition to supporting the innovation program, as needed.		
% of time performing duties	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.	
25%	<b>ESSENTIAL FUNCTIONS</b> Independently perform complex technical research related to Business Process Improvement (BPI) or Business Process Reengineering (BPR) work efforts. Collaboratively design and implement research-related projects as they pertain to BPI. Perform systematic, technical and best practice research. Provide cost benefit analysis to support and present recommendations based on research findings. Research, coordinate and develop new methodologies and formats for presenting and conducting BPI efforts. Provide consultation on the feasibility impact or potential of a variety of projects or proposals to the business areas and other stakeholders. Develop and maintain dashboards, data spreadsheets; document and communicate data sources and methodologies as they relate to BPI/BPR efforts. Lead, coordinate, implement, and report on special projects.	
20%	Facilitate and/or provide documentation support in all BPI-related activities, including mapping sessions, workshops or focus groups. Lead and coordinate production of all BPI related documents, including process diagrams, reports and presentations. Gain and maintain stakeholder confidence and cooperation, support consensus building for improved/reengineered business processes using Cultural Change Management, Business Analysis and Project Management principles. Support innovation program activities during solution exploration.	
20%	Lead, coordinate and participate in team efforts with business stakeholders to understand and document existing complex business processes and customer requirements (As-Is state). Lead, coordinate and participate in team efforts to develop new business processes based on BPI best practice methodologies, analyze process weaknesses, formulate alternatives, conduct best practice research to make recommendations for BPI efforts, and identify potential business impacts for policy and revision practices (To-Be state).	
15%	Gather data and design processes that produce reliable and valid results that meet the needs of internal customers and stakeholders to achieve desired results. Remain sensitive to client needs and balance the practical needs of the client with professional research solutions. Perform research and analysis throughout each phase of the project, including gaining an understanding of the program area, identifying critical program questions to be answered, and matching research needs to research methodologies. Perform statistical analysis on data collected to gain an understanding of data collected. Use various tools to analyze data by use of statistical models and visualization to summarize raw data to identify themes or trends, evaluating research results to make recommendations, and present findings.	
15%	Develop, track, evaluate, and perform statistical analysis on performance measurement metrics for all BPI/BPR projects and initiatives to ensure successful implementation in correlation to identified implementation action plans. Monitor and adjust appropriate course of action to ensure successful implementation of all action plans developed.	
<b>MARGINAL FUNCTIONS</b>		

5%

Participate in ad hoc assignments to support organizational and team priorities to support the mission such as but not limited to preparing special reports for management to articulate the results of BPI initiatives, including a summary of findings, recommendations, strategic implementation plans and cost benefit analysis. Develop post-implementation evaluations by compiling performance measurement data. Perform data steward duties to track initiatives and metrics.

**COMPETENCIES**

**Core Competencies.** All employees are responsible for understanding and demonstrating CalSTRS’ core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

**Classification Competencies.** All employees are expected to understand and demonstrate their position’s CalSTRS class competencies located in the [Competency Guide](#) on Central.

**CONDUCT AND ATTENDANCE EXPECTATIONS**

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

**WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB**

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS’ policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

**To be reviewed and signed by the supervisor and employee:**

**SUPERVISOR’S STATEMENT:**

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR’S NAME (Print)

SUPERVISOR’S SIGNATURE

DATE SIGNED

**EMPLOYEE’S STATEMENT:**

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE’S NAME (Print)

EMPLOYEE’S SIGNATURE

DATE SIGNED