

Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation (OTI)	EFFECTIVE DATE:
CLASSIFICATION: Information Technology Associate	DATE APPROVED: 5/13/2026
POSITION: 409-501-1401-031	TELEWORK DESIGNATION: Remote-Centered
WORKING TITLE: Information Technology (IT) Business Analyst and Change Control Support	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California through the use of information technology (IT). The systems OTI supports have become a valuable tool in the execution of DMHC’s business functions. OTI develops, maintains and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, low-code business intelligence tools, low-code application development tools, data analytics and the underlying IT infrastructure.

GENERAL DESCRIPTION:

Under the general supervision of the Chief, Project Management Office (Information Technology Manager I), the Systems Analyst will be responsible for gathering, reviewing, and documenting requirements for technical IT systems including Enterprise Software Applications and Enterprise Infrastructure.

The Systems Analyst shall assess the suitability of information systems in terms of their intended outcomes and liaise with end users, software vendors and programmers in order to achieve these outcomes. The Systems Analyst uses analysis and design techniques to solve business problems using information technology and may serve as a change agent who identifies the organizational improvements needed, design systems to implement those

changes, and assist with training and motivating others to use the systems.

The incumbent will perform system testing, issue and action item management, and change management. Additional responsibilities include business analysis, requirements documentation, business process improvement, documentation of user guides and other artifacts that ensure OTI projects are successfully executed within best practices, and supporting the IT Change control functions which include but are not limited to supporting the change management lifecycle, change intake, and change advisory.

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE **JOB DESCRIPTION**

Essential (E)/Marginal (M)

40% (E)

Business Analysis, Requirements Elicitation and Documentation

Operates at a journeyman level to document customer requirements in JIRA as epics and user stories by facilitating meetings, workshops, questionnaires, surveys, Joint Application Development (JAD) sessions Develops workflow storyboards, use cases, scenarios, Business Requirements Documents (BRD) and other tools. Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards and conducts reviews of the business requirements to ensure that specifications are correctly interpreted. Creates process models, specifications, diagrams, and charts and translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team. Provides problem resolutions by investigating, resolving, and escalating problems. Adheres to business analyst best practices, techniques, strategies, tools, and procedures established by the OTI. Develops current and future state business process flowcharts. Manages and tracks the status of requirements throughout the project lifecycle to enforce scope and redefine, as necessary.

35% (E)

Project Planning and Support

Works at a novice level to plan and support projects. Works with Project Managers and OTI Managers to prepare detailed work plans with an estimate of time and resources required to complete IT projects, service requests and change requests. Supports management to determine scope and complexity of user requests for solutions to the more complex business processes. Works with the program business offices to identify and confirm project scope. Analyzes the scope and consequences of options in problem solutions. Supports in the preparation and delivery of progress reports to PMO and OTI management, including research documents, analysis reports, and recommendation justifications. Assists

the program business office users with identifying technical solutions to improve their business processes and that the solutions meet agreed upon requirements. Assists in conducting research on products to meet agreed upon requirements and to support purchasing efforts. Communicates changes, enhancements, and modifications of business requirements, verbally and/or through written documentation, to project managers, sponsors, and other stakeholders so that issues and solutions are understood. Establishes and maintains effective working relationships with all levels of customers and technology staff. Promotes an understanding of IT roles, processes, and activities to the business units. Attends one-on-one meetings with PMO manager, project team meetings, and PMO, OTI, and DMHC meetings as required. Supports and participates in the formal reporting of project status. Represents PMO and OTI in project meetings. Supports project manager, scrum master and OTI managers to ensure that the Agile Scrum framework is followed, and that scrum roles and rituals are followed. Promotes Agile methodology to OTI and other program office project team members by ensuring the DMHC's WAgile (Waterfall and Agile) scrum framework is followed and demonstrates a commitment to scrum values and practices and remains flexible and open to opportunities for the team to improve their workflow.

10% (E)

Change Control Lifecycle Support

Provides support to the Change Control Lead to maintain the status of Change Requests (CRs) and Releases in the WASP IT Service Management system. Works closely with IT Infrastructure, Information Security, Application, Quality Assurance, and Business Intelligence teams to coordinate and manage Projects (Releases) and CRs through all phases of their lifecycle. Collaborates with other OTI personnel to ensure that all Releases, CRs and Service Requests are in sync and up to date. Develops and distributes reports and visual dashboards related to all IT Projects and CRs. Develops change management plans for projects and/or change initiatives. Works across all OTI divisions to understand impacts, coordinate timing of implementations, approve changes through CAB process, and communicates directly with IT, Operations, Project Managers, trainers, users, and management to minimize impact to customers. Identifies possible risks and develops risk mitigation tactics in coordination to ensure customer readiness and a positive customer experience. Supports the development of communications and training relevant to change initiatives as required by the PMO. Works with configuration specialists to develop reports and visual dashboards related to all IT Change Control activities. Supports the faster adoption of IT Change Control across the organization. Supports the documentation of all regular and emergency IT Change Control processes and procedures. Assists in documenting Standard Operating

10% (E)

Support the Change Advisory and Change Intake Boards (CAB / CIB)

Supports the Change Control Lead and works with Service Desk staff to ensure applicable Service Requests (SRs) are converted to CRs when necessary. Properly classify and organize new CRs in the WASP IT Service Management (ITSM) system so that they appear in the IT Governance queue for review by the IT Governance committee. Works with the various OTI divisions to review CRs and convert to Releases (projects) so that they appear in the IT Governance queue for review by the IT Governance committee. Coordinates all regularly scheduled and emergency meetings and activities necessary to control, track and audit IT Project and CRs Intake. This includes supporting the weekly Change Intake Board (CIB). Manages and coordinates all regularly scheduled and emergency meetings and activities necessary to control, track and audit IT Changes. This includes supporting the weekly Change Advisory Board (CAB). Supports the Change Control Lead to drive the reduction in the number of expedited changes due to lack of planning. Supports the Change Control Lead in acting as the liaison for all change initiatives or releases to determine the impact on customers, including releases/projects, software applications, and technology upgrades/patches. Identifies deployment and business process impacts to customers. Supports post-production follow up activities such as issue tracking, variance patches, internal training, customer inquiries/tickets, and management communications. Ensures that CRs and Releases are closed timely after CAB approval and deployment to production.

5% (M)

Marginal Duties

Stay abreast of developments and trends in business analysis and change control. Recommends best practices in business analysis and change control management to Chief PMO to further enhance the maturity of the PMO. Perform other job-related duties, which may include miscellaneous special projects as assigned by executive management.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation. In addition, the employee must have:

All knowledge and abilities of the Information Technology Technician classification; and

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT

DMHC 62-137 New: 12/04 Rev: 10/2025

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC’s telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC’s Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect 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 to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date