

**DEPARTMENT OF JUSTICE
DIVISION OF
ADMINISTRATIVE SERVICES
CASE MANAGEMENT SECTION
QUALITY CONTROL AND DATA INTEGRITY TEAM**

NAME:

POSITION #: 420-054-5393-xxx

JOB TITLE: Analyst II

STATEMENT OF DUTIES: The Analyst II performs a variety of complex tasks, either independently, on a team, or in a project lead capacity, designs, organizes and conducts complicated and wide ranges of research and analysis of Attorney General's Office (AGO) legal case management databases designed to monitor program mandates, support data integrity/quality improvement initiatives, and analyze legal service effectiveness for the state agencies of California. The analyst assists in the development of quality improvement and statistical measures, benchmarks, and reports for dissemination to staff, stakeholders, and executive staff using data management and analytical software such as Microsoft (MS) Excel and visualization/reporting software such as Cognos. The analyst analyzes AGO legal case management databases to provide advice, assistance, and to inform management of data integrity issues and uses data findings for resource and resolution of multiple issues.

SUPERVISION RECEIVED: Under the general direction of the Supervisor II, and the immediate supervision of a Supervisor I.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate and work at a computer workstation for up to 8 hours a day in order to complete work assignments. Possess the ability to stand for long periods in a classroom. Ability to occasionally bend and lift up files/boxes weighing up to 25 pounds.

TYPICAL WORKING CONDITIONS: The analyst works in office or remote. The office or cubicle is a smoke-free environment in a high-rise building. Occasional travel and overtime are required as needed. In a remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

40% Extract and analyze data related to program workflow and achievement of program, legislative, and contractual goals and objectives utilizing statistical,

database, Excel spreadsheets, and Cognos. Work with the Supervisor I to coordinate staff work necessary to develop or revise business rules, quality improvement processes, and data systems. Validate data for correctness, completeness, and consistency with AGO guidelines, follow-up on data discrepancies. Organize and facilitate meetings related to data initiatives. Coordinate the development and implementation of improvement targets and evaluation plans. Develop actionable metrics to identify data quality issues. Develop and share analytic files, reports, and web-based reporting platforms with AGO staff and management and with client stakeholders using MS Excel, and Cognos. Consult with legal division managers and law practice section representatives to identify opportunities for process improvement.

- 30%** Design and conduct research and analysis in collaboration with DOJ policy and guidelines using the ProLaw Case Management System and other legal tracking data in response to data requests (i.e.: Public Record Act requests, legislative reports, legislative bill analyses) and research studies from internal and external requestors. Prepare reports and narratives of findings, recommendations, and strategies that effectively and efficiently convey the results of complex statistical operations to data requestors using MS Excel, PowerPoint, Cognos and other software. Share analytic files and study results via web-based reporting platforms or the Cognos Connect portal. Act as a subject matter expert on legal case management data.
- 20%** Identify training needs and develop training to AGO legal staff on data entry standards, gathering complete and accurate data, quality improvement practices, and the use of data to manage workflow and monitor the performance of the AGO legal sections through meetings, presentations, and remote consultations.
- 5%** Participate in training, advisory and policy committees as directed. Attend state and department training programs, in-services and continuing education courses necessary to maintain program knowledge and technical skills.
- 5%** Other duties as required to support program and unit needs or as directed by management.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

**DEPARTMENT OF JUSTICE
DIVISION OF
ADMINISTRATIVE SERVICES
CASE MANAGEMENT SECTION
QUALITY CONTROL AND DATA INTEGRITY TEAM
DUTY STATEMENT**

NAME:

POSITION #: 420-054-5157-xxx

JOB TITLE: Analyst I

STATEMENT OF DUTIES: The Analyst I performs a variety of tasks, either independently or as part of a team, designs, organizes and conducts a wide ranges of research and analysis of Attorney General's Office (AGO) legal case management databases designed to monitor program mandates, support data integrity/quality improvement initiatives, and analyze legal service effectiveness with the focus on adherence to state guidelines, government codes specifying publicly available data, client expectations and general legal professional standards for the state agencies of California. The analyst assists in the development of quality improvement by analyzing the AGO legal case management databases to inform CMS management of data integrity issues and findings. Based on analysis and data findings, the analyst will make suggestions to the Supervisor I and will assist in using data findings to resolve multiple issues and implement decisions based on management's recommendations.

SUPERVISION RECEIVED: Under the supervision of a Supervisor I and the general direction of the Supervisor II.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate and work at a computer workstation for up to 8 hours a day in order to complete work assignments. Possess the ability to stand for long periods in a classroom. Ability to occasionally bend and lift up files/boxes weighing up to 25 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. Occasional travel and overtime are required as needed.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

- 45%** Research and analyze data residing in the ProLaw Case Management System and validate data for correctness, completeness, and consistency with the AGO guidelines. Work with Supervisor I to identify issues within data and develop quality control measures required to locate and correct inaccurate data. Work with Supervisor I in

reviewing and revising documentation corresponding to mapping of data. Follow-up on data discrepancies by generating and running queries with the assistance of Supervisor I. Assist the Supervisor I in managing initiatives and projects in the areas of data management and quality control by using analytical software such as MS Excel and Cognos and reporting software such as SQL Server Reporting Services (SSRS). Consult with other CMS staff to get recommendations in correcting inaccurate data to establish standards, systems, and procedures to inspect and report issues. Identify and leverage opportunities to improve the quality of data. Actively engage in audit and quality control procedures as necessary. Consult with management to identify opportunities for process development and improvement.

- 40%** Design and conduct research and analysis in collaboration with DOJ policy and guidelines using the ProLaw Case Management System and other legal tracking data in response to data requests (i.e.: Public Record Act requests, legislative reports, legislative bill analyses) and research studies from internal and external requestors. Assist the Supervisor I in preparing reports and narratives of findings, recommendations, and strategies that effectively and efficiently convey the results of statistical operations to data requestors using MS Excel, PowerPoint Cognos and other software. Act as a subject matter expert on legal case management data.
- 10%** Participate in training, advisory and policy committees as directed. Attend state and department training programs, in-services and continuing education courses necessary to maintain program knowledge and technical skills.
- 5%** Other duties as required to support program and unit needs or as directed by management.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date