

DUTY STATEMENT



☐ CURRENT
☐ PROPOSED

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Business Systems Analyst		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Admin	
ASSIGNED SPECIFIC LOCATION Oakland			POSITION NUMBER 400 – 601-5393-903	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Business Systems Manager, the Analyst II is responsible for performing a wide variety of tasks requiring regular, innovative problem solving within broadly stated and general guidelines. The scope includes supporting multiple DWC program areas and working with the Business Systems Manager to plan, develop, and implement business systems solutions that are essential to the mission of the overall Division. The Analyst II will maintain PDF forms, support the PRA program, serve as a lead for ADA web accessibility efforts, and manage critical change infrastructure during modernization projects, working in partnership with program managers and the Department's Office of Information Services (OIS) staff to achieve the defined goals of the Division.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30	Liaison, Support, & Modernization Outreach Acts as the critical liaison between the Department's OIS team and the DWC team. Serves as the main contact to whom other DWC staff's EAMS-related and system modernization questions will be directed. Formulates and implements change management initiatives for new modernization platform roll-outs. Independently provides continued education, support, and direction to external vendors, external filers, and internal staff. Coordinates work with other internal staff to ensure that external issues are addressed timely. Assists in the development and creation of training materials, user guides, and documentation for external filers and DWC internal staff. Delivers custom system training and guides staff and the broader workers' compensation community cleanly through new system changes.
25	Project & System Modernization Lifecycle Support Works with the Business Systems manager and DWC technical program managers to identify, plan scope, budget, schedule, and resource allocations for business process improvement and modernization projects. Actively assists and facilitates gathering and analysis of business requirements and works closely with DIR OIS teams throughout the system design, build, test, and implement phases of the

DUTY STATEMENT



	software development lifecycle. Analyzes business requirements and operational impacts of proposed system changes and develops recommendations to improve business processes and program effectiveness. Supports project teams through all project phases to achieve the goals and objectives of assigned modernization initiatives. Schedules and helps lead project-related meetings and discussions with program managers. Works with the Manager to provide reports and make recommendations for process improvements.
20	RA Program Support Supports internal and external users of DWC's PRA program with training and troubleshooting in order to ensure the department remains in compliance with the Public Records Act by accessing DWC's PRA infrastructure, including daily monitoring of support inboxes and hosting quarterly staff trainings. Assists with account administration for internal and external users of DWC's PRA program to ensure all users may access the system as needed by serving as a liaison between system users and DIR OIS teams by monitoring support inboxes and responding to user inquiries. Tracks the productivity within DWC's PRA system in order to ensure compliance with the Public Records Act by monitoring the system's dashboard weekly and running reports in the system as needed. Analyzes system usage, workflow trends, and program metrics to identify issues and recommend process improvements that support compliance and operational efficiency.
20	Forms Custodian & Accessibility Coordinator Serves as custodian of DWC's forms. Works with program managers to design, update, and maintain forms as needed. Maintains a database of the Division's forms and leads the annual forms audit. Ensures forms are accessible, functional, standardized, and meet program needs using Adobe Acrobat and other specialized design tools. Coordinates overall accessibility efforts for the division, leading the design, development, testing, and remediation of electronic documents to ensure the division remains in full compliance with state and federal accessibility laws. Studies and remains up to date on accessibility laws and industry best practices. Trains DWC staff on established accessibility standards and document remediation methodologies.
Percentage of Time Spent	Marginal Job Functions
5	Performs other projects and duties as assigned, including, but not limited to, attending meetings and performing special assignments.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including

DUTY STATEMENT



returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The Analyst II position is supervised by Supervisor I, Business Systems Manager

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work 40 hours per week in an office setting equipped with standard office equipment. Air conditioned, in a high-rise building with elevator access, cubicle with natural and artificial lighting.

Special Requirements/Other Information

Experience with the development, maintenance and implementation of computer systems along with business requirements gathering and change management.

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/Expectations

The incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the Department. The incumbent must have the ability to communicate effectively in order to complete work assignments. The incumbent must be willing to travel to the Oakland headquarters office.

Personal Contacts

The incumbent has contact with staff at all levels within the Department, specifically with DIR's Office of Information Services, DWC staff, supervisors and managers, as well as members of the workers' compensation community.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the

DUTY STATEMENT



Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date