

**Department of Health Care Access and Information
Duty Statement**

Employee Name Vacant	Organization Office of Health Workforce Development Research and Evaluation Branch Workforce Research and Analytics Section Visualization and Analytics Unit 
Position Number 441-224-5731-001	Telework Option Hybrid
Classification Research Data Analyst II	Working Title Workforce Research Analyst
Supervision Exercised N/A	Location Sacramento
Conflict of Interest: Yes ☐ No ☒	Fingerprint/Live Scan: Yes ☐ No ☒
Revision Date July 2026	Effective Date

Mission and Vision

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

General Description

The Research Data Analyst II (RDA II) is a core analyst in the Visualization & Analytics Unit, responsible for extracting, cleaning, and preparing workforce datasets, applying intermediate analytic methods, and documenting processes to ensure accuracy and reproducibility. The position supports the development and maintenance of interactive dashboards and other data visualizations using various software (e.g., Tableau, Power BI, ArcGIS) and ensures adherence to Data De-Identification Guidelines (DDG), Data Governance standards, and accessibility requirements. The RDA II formats and publishes open data products with accompanying metadata and data dictionaries, monitors the workforce data mailbox, responds to routine inquiries, and escalates complex issues as needed. By combining technical analysis, visualization support, and customer service, the role contributes to delivering accurate, transparent, and user-friendly

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workforce data products that advance HCAI's mission; and in support of BH-CONNECT related initiatives. Will report to Research Data Supervisor I, Visualization and Analytics Unit.

Essential Job Functions

- 30% Data Request Support: Supports** the intake, triage, and fulfillment of internal and external data requests by preparing workforce datasets, conducting data extraction, cleaning, transformation, and integrating data from multiple sources. Applies intermediate analytic methods such as descriptive statistics, trend analysis, and data validation to ensure accuracy and consistency. Assists senior analysts in developing standardized templates and recurring workflows, and contributes to drafting technical briefs, reports, dashboards, and other visual summaries tailored to audience needs. Coordinates with other sections when cross-unit data is required. Ensures all deliverables comply with DDG and data governance standards and escalates complex issues to senior analysts as needed.

- 30% Visualization Support and Development:** Supports the design, development, and maintenance of dashboards and visualization products using Tableau, Power BI, ArcGIS, or similar tools. Assists senior analysts by preparing data structures, drafting visualization components, and applying established design standards to ensure products are interactive, user-friendly, and aligned with audience needs and HCAI requirements. Conducts routine quality assurance checks to verify adherence to DDG, data governance, and accessibility standards (e.g., WCAG), and flags issues for senior analysts to review. Participates in iterative development by gathering user feedback, testing visualizations for accuracy and performance, and helping troubleshoot technical issues. Maintains version control practices and documentation for visualization projects and supports regular updates to existing products. Collaborates with the Communications team by reviewing draft content, supplying technical details, and assisting with listserv announcements. May support presentations or demonstrations of data products at public meetings.

- 20% Open Data & Documentation** Supports the preparation, formatting, and publication of open data products on HCAI's portals and other approved platforms. Assists in drafting and refining metadata, data dictionaries, user guides, and technical documentation to ensure datasets are clear, complete, and accessible to end users. Verifies that DDG rules are correctly applied and that public datasets align with internal source files, flagging discrepancies for senior analysts to review. Coordinate with IT staff and platform administrators to troubleshoot publishing issues, monitor usage metrics, and identify opportunities to improve usability. Maintains version control logs, helps implement timely dataset updates, and supports archival procedures for retired datasets.

- 10% Mailbox & Communications:** Monitors the workforce data mailbox, ensuring all inquiries are acknowledged and resolved in a timely and professional manner. Takes first-line responsibility for triaging mailbox inquiries to appropriate staff, personally responding to routine inquiries and escalating complex, sensitive, or high-priority inquiries to appropriate senior analysts as needed. Tracks response times, identifies

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performance trends, and suggests strategies to improve customer service. Maintains tracking logs for inquiries and resolutions to support accountability and reporting. Provides clear, audience-appropriate communications with internal and external partners, identifies recurring data needs that may require development of tools, dashboards, or FAQs, and shares insights with leadership to inform decision-making.

5%

Continuous Improvement: Identifies opportunities for process improvement and supports process improvement initiatives to enhance unit efficiency, accuracy, and impact. Contributes to standard operating procedures (SOPs), workflow documentation, and staff onboarding and training materials. Identifies opportunities to adopt innovative tools, automate recurring processes, and strengthen quality assurance practices. Attends training and participates in relevant professional development opportunities. Engages in best practices in project management, data integrity, and partner engagement

Marginal Job Functions

5% Performs other duties assigned.

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Working Conditions

Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public, and mobility to various employee work areas and other areas of OHWD. Some travel may be required.

Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date Signed

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