Department of Consumer Affairs **Proposed**
Position Duty Statement
HR-41a (new 3/2026)

Classification Title	**Board/Bureau/Division**
Analyst II	Bureau of Security and Investigative Services
Working Title	**Office/Unit/Section / Geographic Location**
Licensing Integration Analyst	Licensing Unit/ Sacramento
Position Number	**Name and Effective Date**
625-100-5393-XXX	

General Statement: Under direction of the Deputy Chief of Licensing (Supervisor II), the Analyst II performs the most complex and analytical assignments related to statistical reporting, business process integration, and licensing operations. The incumbent serves as a technical lead and subject matter expert in BreEZe, QBIRT (IBM Cognos Analytics), BreEZe Maintenance and Operation (BMO) development and testing, and data integrity. The position requires a high degree of independence, advanced analytical skills, and the ability to develop solutions where precedents may be limited. Duties include but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

40% Statistical Reporting, Data Analysis, and Business Integration (E)

- Develops, maintains, and analyzes complex statistical reports for licensing and enforcement programs utilizing BreEZe, QBIRT, and IBM Cognos Analytics. Validates and audits data for accuracy and consistency; identifies and resolves data integrity issues and system coding discrepancies; and ensures alignment with Department-mandated Annual Reports, Sunset Reviews, and performance measure requirements.

- Analyzes and documents Bureau business processes and recommends technical and procedural solutions to improve efficiency and align operations with reporting requirements. Evaluates data trends, workload metrics, and performance measures to provide consultative recommendations to executive management. Coordinates with the Department's Office of Information Services (OIS) to develop business requirements, system enhancements, and reporting solutions based on program needs.

- Serves as the Bureau's lead analytical resource for licensing, supporting advisory committee activities and executive reporting initiatives. Coordinates development of licensing-related reports, workload revenue projections, statistical data summaries, briefing materials, presentations, and supporting documentation for Bureau management.

- Serves as the Bureau's technical lead for reporting and data integration, synthesizing data from multiple sources to support program evaluation, operational improvements, and policy development.

40% BreEZe Subject Matter Expert (E)

- Serves as the designated Subject Matter Expert (SME) for all BreEZe-related issues and administers comprehensive training to Bureau personnel regarding updates, modifications, and operational changes within the BreEZe system environment. Provides training and technical expertise to OIS on Bureau-related business processes, BreEZe transactions, and required platform functionality. Coordinates and consults with Bureau SMEs and management to identify needed BreEZe configurations. Independently prepares and oversees all BMO requests and performs advanced system testing to ensure the integrity and reliability of the BreEZe platform.

Duties include conducting in-depth research and analysis to expertly identify, diagnose, and validate system issues; developing comprehensive documentation of findings; and drafting clear, detailed replication steps to support the BreEZe team in troubleshooting and resolving complex technical problems.

- Serves as liaison between the Bureau and the OIS Business Systems Analyst Group, ensuring effective communication, coordination, and resolution of BreEZe-related issues and initiatives. Coordinates and prioritizes the Bureau's BMO requests based on licensing needs, monitors sprint planning sessions and BMO releases to ensure platform changes are tested timely and any issues are documented and reported to OIS. Keeps Bureau management informed of upcoming BMO releases and timelines.

- Prepares and submits project requests for review and approval by the Portfolio Governance Council, ensuring all requests are thoroughly documented, justified, and aligned with Bureau operational needs and system governance requirements. Presents project requests to the Council and answers questions on behalf of Bureau leadership and represents the Bureau at daily/weekly scrum meetings with the BreEZe team.

10% Training and Technical Consultation (E)

- Develops and delivers structured training, written guidance, and hands-on instruction to staff on statistical reporting, BreEZe processing, QBIRT/Cognos report development, business process integration, and performance measurement methodologies.

- Provides ongoing technical consultation to management and staff on data interpretation, reporting requirements, and system functionality. Assists in onboarding and training new staff to ensure continuity of reporting and analytical functions and to support long-term operational sustainability.

10% Program Support and Special Projects (E)

- Provides support for enforcement program data functions, including report generation, data validation, and resolution of coding discrepancies, to ensure continuity of operations across program areas. Provides program support including but not limited to customer service, application processing, managing shared inboxes, triaging incoming inquiries, monitoring workflow queues, assisting with quality assurance reviews of licensing or enforcement files, and serving as a primary resource for updating program applications and maintaining accurate, timely website content.

- Performs special assignments and high-level analytical projects related to licensing operations, data reporting, BreEZe testing, and program improvement initiatives. Prepares reports, briefing materials, and responses to legislative, executive, and public inquiries. Participates in cross-functional workgroups and contributes to the development of policies and procedures to enhance program effectiveness.

B. Supervision Received

The incumbent reports directly to and receives the majority of assignments from the Deputy Chief of Licensing (Supervisor II) and may also receive direction from the Assistant Chief (Manager II) or the Bureau Chief.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The incumbent has daily contact with Bureau staff and Department staff as well as frequent contact with the public, licensees, industry associations, Department of Justice, other state agencies and local authorities.

F. Actions and Consequences

Failure to exercise good judgment, logic, and discretion, may result in poor performance, and prevent the Bureau from effectively protecting the interests of the consumers, and regulating licensees and applicants. Failure to properly review and analyze data for accuracy and consistency will result in unreliable information, therefore negatively impacting the Bureau's effectiveness in making well-informed decisions to enhance business processes. Failure to thoroughly gather business requirements and adequately support the Bureau in developing data reports jeopardizes the Bureau's ability to align with the Department's reporting processes.

G. Functional Requirements

The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. It is essential that the incumbent have the ability to professionally and courteously handle calls and correspondence of various tones and temperaments from the public and employees.

H. Other Information

The incumbent must work well with other staff in the Bureau and the Department and maintain privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. The incumbent must possess good interpersonal skills, good judgment in decision-making, good communication, tact, diplomacy, and problem-solving skills. The incumbent must be responsive to management needs and be aware of potential precedent-setting decisions that could have state-wide impact. Regular and consistent attendance is required. Travel may be required.

Criminal Offender Record Information (CORI) Fingerprinting

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

Employee's Printed Name, Classification

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

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Supervisor Signature Date

Printed Name, Classification

Revision 08/13/2026