

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Knowledge Management System Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-227-5393-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Knowledge Management Systems Unit	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	1/27/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☒ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., Qualified Veteran, Class C Driver License, Bilingual, Frequent Travel, Graveyard/Swing Shift, etc.)	
This is a full-time permanent position. May be filled throughout California. May include telework.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under direction of the Supervisor I of the Knowledge Management (KM) System Unit, the incumbent acts independently and performs the more complex KM related assignments and updates any existing procedures, or develops new procedures for the State Disability Insurance (SDI) benefit programs. The incumbent will be responsible for ensuring current policy and procedures are in accordance with the law and regulations that govern each respective benefit program. The incumbent will serve as the custodian of all KM published article and guide content and will be responsible for monitoring and conducting periodic reviews of the KM material, Disability Insurance (DI) Branch Training Modules, DI Branch Training Guide Cards, KM System content related to the Learning Management System and any additional training materials to ensure information provided in all KM articles and guides are consistent with appropriate laws, regulations, and DI Branch policy. The incumbent will interpret and analyze the more complex field office procedural issues and concerns. The incumbent will lead in developing KM Notices, and applicable memorandums when appropriate to communicate any implementation of changes in DI Branch procedures. The incumbent will attend work groups and task forces as a Subject Matter Expert (SME) regarding DI Branch procedural matters, KM System technical matters and work jointly as a liaison with other programs and departments.	

Civil Service Classification

Analyst II

Position Number

280-227-5393-976

Percentage of Duties	Essential Functions
30%	Serves as a lead in the development and maintenance of procedures for the SDI benefit programs to ensure current policy reflects and is in accordance with the laws and regulations that govern each program. Serves as a liaison representing the KM System Unit when collaborating with other units and branches. Leads activities of Authors and Process Designers. Authors and publishes content in the KM System. Collects all sources of new content and process flowcharts. Responsible for urgent or escalated content or Guide needs. Review of draft content to ensure accuracy. Leads in content mapping of all SDI programs by determining the correct content type, template, and needed workflow to publish content. Accountable for incorporating style guidelines and enterprise brand manual standards. Reviews incoming procedure requests and sets priority for completion to meet KM Service Level Agreement.
30%	Contributes to the design or redesign of business processes to improve efficiency and effectiveness of the KM System. Collaborates with design team to understand and write business process requirements. Develops process diagrams in Microsoft Visio to support building of Guides in Salesforce. Performs beta testing of Guides in Salesforce. Responsible for maintenance of KM System homepage updates and design in Salesforce. Manages multiple work products simultaneously.
15%	Responsible for the development of Knowledge Management Notices and memorandums to communicate recent revisions and/or changes to the program's for branch awareness. Works closely with DI Training team and Organizational Change Management team to ensure consistency and communicate any progress and updates for the KM System.
15%	Responds to the more complex internal inquiries from DI, Voluntary Plan, Non-Industrial Disability Insurance including for State Employees, and PFL offices on procedural questions. Analyzes and interprets the more complex field office procedural issues and concerns.
5%	Represents the Branch as a DI Branch SME in work groups and meetings to resolve problems, implement change, and develop new procedures in accordance with the Department and DI Branch Strategic Business objectives.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%

Sitting: Continuously - activity occurs > 66%

Walking: Occasionally - activity occurs < 33%

Temperature: Temperature Controlled Office Environment

Lighting: Artificial Lighting

Pushing/Pulling: Occasionally - activity occurs < 33%

Lifting: Occasionally - activity occurs < 33%

Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.***Type of Environment:**
☐ High Rise
☒ Cubicle
☐ Warehouse
☐ Outdoors
☐ Other:

Civil Service Classification
Analyst II

Position Number
280-227-5393-976

Interaction with Customers:

- ☐ Required to work in the lobby ☐ Required to work at a public counter
☒ Required to assist customers on the phone ☒ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

N/A

6. SIGNATURES

Employee's Statement:

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

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

- | | | |
|--|----------------------|---------------|
| ☒ Duties meet class specification and allocation guidelines. | CPG Analyst Initials | Date Approved |
| ☐ Exceptional allocation, STD-625 on file. | AF | 8/18/2026 |

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst I	Knowledge Management System Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-227-5157-
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
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DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
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Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under supervision of the Supervisor I of the Knowledge Management (KM) System Unit, the incumbent performs the less complex KM related assignments and updates any existing procedures, or assists in the development of new procedures for the State Disability Insurance (SDI) benefit programs. The incumbent will be responsible for assisting with ensuring current policy and procedures are in accordance with the law and regulations that govern each respective benefit program. The incumbent will serve as the custodian of all KM published article and guide content and will be responsible for assisting with monitoring and conducting periodic reviews of the KM material, Disability Insurance (DI) Branch Training Modules, DI Branch Training Guide Cards, KM System content related to the Learning Management System and any additional training materials to ensure information provided in all KM articles and guides are consistent with appropriate laws, regulations, and DI Branch policy. The incumbent will interpret and analyze the less complex field office procedural issues and concerns. The incumbent will assist in developing KM Notices, and applicable memorandums when appropriate to communicate any implementation of changes in DI Branch procedures. The incumbent will attend work groups and task forces as a Subject Matter Expert (SME) regarding DI Branch procedural matters, KM System technical matters and work jointly as a liaison with other programs and departments.	

Civil Service Classification

Analyst I

Position Number

280-227-5157-

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