

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Benefits & Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 434 - 5393 - 014	
DIVISION/UNIT Service Retirement/Systems and Data Team	CLASS TITLE Analyst II	
INCUMBENT Vacant	WORKING TITLE Associate Systems Analyst	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the direction of the Systems & Data Team Manager, Pension Program Manager I, the Analyst II will independently, and in a team environment, perform the more complex duties and analytical tasks associated with system development, testing, and maintenance, and ensure division-related business processes are functioning as designed in the system. The Analyst II will also organize and analyze data outputs related to daily operations and Public Records Act.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
35%	ESSENTIAL FUNCTIONS <u>Systems Development and Maintenance:</u> Represent Service Retirement (SR) with system knowledge and partner with the team and other business areas for system development, enhancements, and maintenance. Perform project management duties with regard for the System Development Life Cycle (SDLC) methodology and the CalSTRS administrative database. Learn and understand service retirement procedures and workflows. Independently analyze business area needs and lead discussions pertaining to drawn analysis. Participate in collaborative meetings to identify and develop business requirements and write test execution checklists (TEC) for user acceptance testing (UAT) efforts. Coordinate and execute system testing in the division and serve as a resource for SR staff and impacted business areas. Execute post implementation validation (PIV) to ensure system modifications follow the expected results. Participate in BenefitConnect maintenance & operations activities, including system testing.	
20%	<u>System Improvement Identification & Implementation:</u> Partner with the team to identify, diagnose, and resolve system or other internal workload issues. Independently research and lead discussions with SR staff and other business areas to identify all impacted workflows. Prepare and deliver recommendations to SR leadership to promote accuracy and improved customer service, which may result in developing and submitting system change requests or business process improvements.	
15%	<u>Statistics & Data Analysis:</u> Work closely with SR staff to prepare and submit requests to collect and analyze data reports related to daily operations to help improve and enhance business processes and operations. Provide feedback about Service Retirement trends for strategic and business planning and improving customer satisfaction and employee performance. Prepare statistical reports for SR leadership to achieve increased productivity and improved consistency and accuracy within the Service Retirement Division. Analyze data outputs in relation to the Public Records Act.	
15%	<u>Incidents, Enhancements & Change Requests:</u> Analyze system issues (incidents) identified by staff during the processing of Service Retirement transactions. Develop and submit enhancement requests and incidents to Technology Services. Perform system testing and executes post-implementation validation to ensure the system fix follows the expected results. Communicate the resolution to SR staff and leadership. Coordinate retroactive correction of member cases that result from incidents and perform data corrections in the administrative database via the Data Change Request (DCR) process. Monitor the team mailbox and workload tracking documents and maintain status updates in the SR Systems and Data Team Resource Management System (RMS) & Activity Management System (AMS) tracking logs.	
10%	<u>Process Development, Documentation & Improvement:</u> Review and document current business procedures and processes and identify and recommend process improvements to achieve increased	

productivity and improved accuracy of team workloads. Identify and anticipate impacts of system modifications in SR and other business areas and develop procedures in response to system modifications. Assist with on-the-job training to staff.

MARGINAL FUNCTIONS

5%

Quality Control: Ensure accurate and timely retirement benefits through monitoring and quality control of work assignments and inventory; carefully follow established processes and procedures to ensure efficiency and accuracy; and routinely perform quality control review of SR staff technical deliverables as needed.

Communications/Publications: Assist in communications development related to systems modification requests and implementations related to enhancement requests, CalSTRS publication and web materials, SR letters and forms, job aids and training materials.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

Service Retirement Vision: Lead the way with stellar service, support of people and a culture of innovation and excellence.

Service Retirement Mission: Establish and maintain accurate and timely Service Retirement benefits.

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

WORK ENVIRONMENT

- Prolonged periods of sitting.
- Work in a high-rise building in an open space environment.

PHYSICAL ABILITIES

- Ability to use a computer several hours a day.
- Ability to lift up to 15 pounds.

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

815-434-5393-014

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED