

DUTY STATEMENT

Employee Name:	Position Number: 580-480-5758-901
Classification: Research Data Specialist II	Tenure/Time Base: Limited Term/Full-Time
Working Title: PRIME Helpdesk Tier 2 Support	Work Location: 1616 Capitol Avenue, Sacramento CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases/Division of Communicable Disease Control	Branch/Section/Unit: Public Health Reporting InforMation Exchange Branch/ CalREDIE Stakeholder Support Section/CalREDIE Help Desk Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by optimizing data and technology by improving collection and reporting of data through the surveillance system administered by the Public Health Reporting InforMation Exchange (PRIME) Branch.

The Research Data Specialist II (RDS II) serves as a lead technical analyst and subject-matter expert for the CalREDIE Help Desk Unit. The incumbent independently performs advanced data analysis, complex research activities, and expert level troubleshooting for the California Reportable Disease Information Exchange (CalREDIE) system. Provides high level technical management, oversees the

development and evaluation of performance metrics, and recommends strategic enhancements that strengthen statewide disease surveillance operations. Demonstrates advanced communication and consolation skills to effectively engage stakeholders, translate complex information, and ensure a high level of customer satisfaction across diverse user groups.

The incumbent works under the general direction of the Supervisor II of the CalREDIE Help Desk Unit (CHDU).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Provides the highest tier, expert level technical and business support for CalREDIE by independently resolving issues requiring deep system knowledge and advanced analytical reasoning. Serves as one of the Unit's primary subject matter experts, offering authoritative consultation and troubleshooting on the most complex and technically challenging customer issues to ensure timely, accurate problem resolution. Leads evaluations of intricate usability challenges, identifies systemic root causes, and recommends technically sound, sustainable corrective actions that improve system reliability and user experience. Provides an effective and efficient bridge between multiple customer users and third-party vendor needs. Manages and oversees ticket workflow by triaging, reviewing, directing, and prioritizing high complexity issues for program and local health department users. Provides mentorship and technical guidance to staff at all levels to support analytical skill development, promote work quality, and maintain consistency with established procedures.
- 30% Leads efforts for the CalREDIE program to analyze complex software problems and resolve issues that may have strategic impact, escalating software problems to the technical team as required. Assists in the design of tests for new software and configurations to accurately mimic end user behavior and oversee the testing process to provide clear, actionable results to developers or system administrators. Creates, analyzes, summarizes, and monitors system usage reports to identify trends and support data driven decision making. Provides technical and business training to junior staff and serves as a subject matter expert (SME) on all aspects of the CalREDIE software system. In collaboration with staff and stakeholders, develops and documents protocols and procedures for the use of web-based disease surveillance and reporting, ensuring accuracy, clarity, and consistency.
- 30% Oversees the data collection, analysis, and reporting of CalREDIE Helpdesk performance metrics. Works with the CalREDIE Helpdesk Unit Chief to develop new performance metrics based on the evolving system, integration of new reporting partners, user feedback, and usage data studies. Develops and refines advanced performance metrics that support

strategic decision making and anticipated emerging analytical needs across CalREDIE operations. Analyzes CalREDIE Helpdesk performance metrics to propose and implement improvements to existing CalREDIE Helpdesk policies and procedures. Identifies trends, evaluates operational gaps, and recommends refinements that strengthen workflow efficiency and support consistent, high quality service delivery.

Marginal Functions (including percentage of time)

- 5% Attends relevant professional conferences and training classes to maintain and enhance the current level of service to the CDPH customers. Reviews technical documentation to identify emerging technologies and methodologies and uses this information to educate CDPH Division management. Contributes to grant applications and progress reports, as needed.
- 5% Performs other duties as directed by the CalREDIE Help Desk Unit Chief, consistent with the scope of the RDS II classification.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: JC

Date: 07/31/26