

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Analyst II

POSITION NUMBER:

800-812-5393-955

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Community Care Licensing Division/Central Operations

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Information Technology Liaison Bureau

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

All applicants will be fingerprinted and must pass a criminal background check.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the CCLD to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory system.

The Facility Management System (FMS) project is designed to modernize the existing legacy licensing platforms supporting our licensing operations. Under the direction of the Information Technology Liaison Bureau and led by the Bureau Chief, the Analyst II will engage in close collaboration with the FMS Organizational Change Management (OCM) Lead, OCM Training Unit, the Community Care Licensing Division (CCLD), the Information Systems Division, and pertinent contractors to concentrate on the strategic oversight, meticulous planning, and implementation of comprehensive training initiatives for the new FMS.

CONCEPT OF POSITION:

Under the direction of the Supervisor I, the Analyst II performs complex and technical analytical work to support OCM, training, and implementation efforts tied to major systems modernization initiatives, including but not limited to the FMS project. The analyst plays a key role in supporting project-based training delivery, change readiness activities, and stakeholder engagement across CCLD and its partners.

A. RESPONSIBILITIES OF POSITION:

45% The Analyst II will lead OCM efforts across the division to support the successful adoption of new system functionalities, business process changes, and operational workflows. This includes working closely with project leadership, contractors, the FMS project team, and other internal and external stakeholders to ensure alignment with division-wide change management strategies. The Analyst II will be responsible for developing, implementing, and evaluating comprehensive training content tailored to the diverse needs of CCLD staff and external users in collaboration with the FMS and OCM teams for the FMS project. Specific duties include:

- Conducting needs assessments to identify knowledge and skill gaps among various user groups.
- Collaborating with subject matter experts (SMEs) to design and develop user-focused training materials, such as user guides, e-learning modules, presentations, and step-by-step manuals.
- Coordinating and delivering training sessions through various formats (in-person, virtual, self-paced).
- Developing supporting job aids and reference materials to reinforce learning and support day-today operations.
- Monitoring training effectiveness through feedback surveys, post-training evaluations, and user performance metrics.
- Continuously updating training materials to reflect system updates, policy changes, and user feedback.

The Analyst II will ensure that all training and communication activities are inclusive, accessible, and aligned with the goals of the FMS project and other modernization initiatives.

20% Administer and manage training logistics using the Department's Learning Management System (LMS), ensuring accurate participant tracking, scheduling, and timely progress reporting. Coordinate and monitor training activities to support workforce development goals and compliance with mandated training requirements.

10% Conduct pre- and post-training evaluations to assess readiness for change and training effectiveness. Analyze outcomes using tools like Power BI and apply insights to continuously improve OCM interventions.

10% Develop and maintain documentation related to revised business procedures or system changes. Ensure appropriate access and communication of these materials across stakeholder groups.

10% Participate in collaborative meetings with program SMEs, technical teams, and external partners to ensure project solutions meet the business needs and that best practices are integrated into training and change management practices.

5% Perform other duties as required to support the successful implementation and adoption of IT or business modernization projects within CCLD.

B. SUPERVISION RECEIVED:

The Analyst II reports to and receives supervision from the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Information Technology Liaison Bureau is the conduit through which all CCLD information technology (IT) projects flow and has continual contact with the Information Security and Privacy Office for this and all other IT projects. In addition, the Analyst II will have regular contact with the FMS Implementation Manager and other managers in the Branch, Program and Regional offices regarding their data system needs and development. The Analyst II also communicates regularly with other departmental staff and managers to complete work product and obtain services necessary to meet those needs.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential information as well as the inability to use tact and good judgment will impact our communication with our customers and stakeholders. Inability to complete assignments and project components timely could result in increased costs and system failures. System failure could put vulnerable clients at risk if data is not available regarding the history of persons associated to licensed facilities. Inability to meet project time line will impact approval of subsequent projects for the Department.

F. OTHER INFORMATION:

The Analyst II must demonstrate excellent written and verbal communication skills, with the ability to maintain composure in stressful situations. Strong administrative skills, CCLD program experience, and technical knowledge are necessary to ensure adequate support for CCLD programs and data systems.

This position requires initiative, the ability to meet tight deadlines, and effective management of changing priorities. Proficiency in Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint, OneDrive, and PowerPoint), as well as Power BI, is required.

Occasional statewide travel may be necessary to support critical trainings and projects.

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A. RESPONSIBILITIES OF POSITION:

25% Assist in OCM efforts for the division, collaborating with project leadership, contractors, and other partners (including those assigned to FMS or similar initiatives) to ensure alignment with broader change management strategies. Support training and communication activities that meet the needs of program staff and impacted users across the division.

25% Assist in creating, reviewing, and distributing training materials such as user guides, presentations, and job aids. Ensure that content supports the adoption of new systems, business process updates, and operational workflows. Participate in the coordination and scheduling of training sessions as needed.

15% Assist in the management of training logistics using the Department's Learning Management System, and coordinate related activities such as participant tracking, scheduling, and progress reporting.

10% Assist in administering pre- and post-training surveys or evaluations to measure user readiness and training effectiveness. Compile and analyze data using tools such as Excel or Power BI, and prepare summaries or recommendations to inform improvements in training and change management strategies.

10% Assist in documenting business process changes and system functionality updates. Ensure documents are current, accessible, and appropriately shared with stakeholders.

10% Participate in collaborative meetings with program subject matter experts, technical teams, and external partners to ensure project solutions meet business needs and best practices are integrated into training and change management activities. Document meeting discussions, follow up on action items, and assist with the coordination of cross-functional efforts.

5% Perform other duties as required to support the successful implementation and adoption of IT or business modernization projects within CCLD.

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