

DUTY STATEMENT

Employee Name:	Position Number: 580-480-5393-901
Classification: Analyst II	Tenure/Time Base: Limited Term/Full-time
Working Title: PRIME Helpdesk Tier 1 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/ Stakeholder Support Section/ 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 Analyst II provides Tier-1 Helpdesk support for the CalREDIE system by responding to user inquiries, processing user account requests, and performing routine data clean-up activities to ensure accurate and timely surveillance data. Collaborates with stakeholders, serves as a subject matter expert on system functionality and data processes, and triages reported issues by identifying root

causes and resolving or escalating complex matters. The Analyst II also assists with testing system enhancements and upgrades, documents defects and workflow decisions, supports grant-related data needs, and ensures strict confidentiality and data-security compliance.

The incumbent works under the direction of the Supervisor II, Chief of the Help Desk Unit (HDU).

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 Tier-1 support to CalREDIE system end-users by promptly evaluating and responding to emails and telephone inquiries, ensuring accurate guidance and timely resolution of reported issues. Collaborates with stakeholders to verify that data collected within the CalREDIE system is complete and accurate, strengthening the quality of statewide surveillance data. Serves as a subject matter expert for the CalREDIE system on issues related to system functionality, data management, and data reconciliation, enabling users to navigate system processes effectively. Analyzes and triages reported issues, identifies root causes, and applies established procedures to resolve or escalate complex matters to Tier 2 support or to the supervisor/program leadership. Assists with troubleshooting system problems and reporting systemic issues to the system vendor, supporting reliable system performance.
- 30% Independently reviews, analyzes, and processes CalREDIE user account forms to confirm data accuracy, completeness, and adherence to security protocols following the expected turn-around time outlined in CalREDIE Standard Operating Procedures (SOPs). Performs password resets and unlocks user accounts, ensuring secure and compliant system access. Participates in CalREDIE system enhancements and upgrade testing, identifying defects and thoroughly documenting all testing results.
- 30% Performs daily routine data review and clean-up activities using established standard operating procedures to ensure accuracy, timeliness, and completeness of CalREDIE records. Independently applies appropriate policies and/or workflow procedures to resolve data inconsistencies and maintains thorough documentation of decisions, processes, and outcomes. Collects, organizes, and analyzes data for grant metrics and contributes to program grant applications and progress reports, supporting ongoing program funding as needed. Ensures strict confidentiality and security of sensitive information and uphold compliance with all data protection requirements.

Marginal Functions (including percentage of time)

- 10% Performs other duties as assigned. In the event of an emergency activation, the incumbent

may, on short notice, be required to work irregular and overtime hours during disaster operations to support efforts.

☐ 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: 08/25/26