

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Program Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-309-5393-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Field Operations Division (FOD) / Support Unit I or II	Hong Phuc (Penny) Pham
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	8/31/2022
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's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
Minimal travel to share information or provide support to a field office or assist with an event or a meeting.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under direction of the FOD Unit Supervisor I and in partnership with the Central Office (CO), Employment Development Administrators (EDA's), Division Chiefs (DCs), and Field Office (FO) management teams, the incumbent provides the more complex program knowledge, administrative, technical, and analytical support services dealing with a variety of more complex and sensitive programmatic, operational, and functional issues in line with Disability Insurance (DI) Strategic Business Plan goals and objectives. The incumbent participates in planning, organizing, implementing, and evaluating functions and activities throughout the offices and provides technical assistance to the FOD Support Unit 1, while partnering with Support Unit 2. The incumbent acts as a team member on projects with statewide impact or as a Subject Matter Expert (SME) on enterprise-level projects. The incumbent provides support and guidance to Support Unit 1 staff and FO managers as a Single Point of Contact (SPOC) for all new Information Technology (IT) applications deployed for field office use. The incumbent develops and writes issue papers for the Supervisorstaff I on various issues affecting the operations in the field. The incumbent acts as a liaison between the FO and the various branches within the Employment Development Department.	

Percentage of Duties	Essential Functions
40%	Develops, coordinates, and tracks more complex information and reports on assignments and projects, ensuring that objectives, goals and milestones are met, as a project team member or leader. Provides EDAs, DCs and FO management with analyses of data related to production, workload, procedures, along with statistical reports related to field operations, staffing redirection, pending work, and monthly production trends/averages, in order to support efficiency within the Claims Management Office (CMO), CSC, PFL, and CO. Conducts research, prepares surveys, gathers data, identifies root cause, analyzes pertinent information independently, and shares findings through written reports, graphs, charts, and/or issue memorandums to formulate recommendations on next steps for resolution and/or enhancement. Creates procedures and PowerPoint presentations independently to capture processes for consistent historical reference. Assists with training, budget, staffing and quality review-related time-sensitive requests. Elevates and contributes to managerial discussions with critical findings to address and propose resolutions through established vetting review/clearance and approval process.
25%	Gathers information and data, providing more complex analysis, and makes recommendations from which the EDAs, DCs, and FO Management make data-based decisions; conducts research on more complex work assignments/inquiries received and analyzes the information obtained independently, in order to make recommendations for responses/decisions, regarding support staff allocation for daily claim processing, SDI Online work queues, overtime requests/usage/results, trends and projections, monthly individual examiner production reports for averages used in peer comparisons, responses to fiscal inquiries, policy statement feedback, impact/cost analysis for legislative bills, knowledge management system, audit findings and implementation, quality reviews, workload prioritization, interim processes, redirection of staff, creation of manual and automated reports, large procurements, actions needed for consistency, formulating attainable performance measures/goals, workflow changes, process improvements, actions plans, etc. Performs post-implementation reviews and analyses of the project goals and results; provides written and verbal communications via FODCOMs, team meetings and emails. Maintains SharePoint records with timely updates and sharing.
15%	Works with a lead SPOC and/or SME between the CMOs, CSCs, PFL and CO, or other Department entities, such as the Information Technology Branch (ITB), as a liaison, to contribute crucial program knowledge necessary for optimal results on more complex work items; provides input to assist with various work items, such as business requirement development, identification of potential system enhancements/fixes, which are elevated to CO Technology Business Integration Section (TBIS), fraud detection testing, review of procedural modifications, knowledge management article/guide creation, support to launch new software with guidance from CO Automated Systems Liaison Unit (ASLU), review of SharePoint resources for InfoPath launch, and the deployment of Branch or enterprise solutions.
10%	Acts as a liaison or SME on more complex branch or enterprise-level projects.

Civil Service Classification
Analyst II

Position Number
280-309-5393-XXX

Percentage of Duties	Marginal Functions
5%	Oversees the implementation of tactical processes in the FOs and coordinates marketing activities, as needed.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
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: <i>Click here to enter text.</i>		
Type of Environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
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>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	AF	8/31/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>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.</i>		

Civil Service Classification

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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

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Analyst I	Program Analyst
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Field Operations Division (FOD) / Support Unit 1	Hong Phuc (Penny) Pham
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Central Office, ARU 309	Supervisor I
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Summary Statement: (Briefly describe the position's organizational setting and major functions)	
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Employee's Signature:		Date:
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Supervisor's Name:		
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