

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Operations Analytics
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5393
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Operations Analytics Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance Branch	1/26/2026
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.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
The Operations Analytics Unit under the Integrated Technical and Analytical Support Group is responsible for providing expert-level technological and analytical support to administer Workforce Management (WFM), Quality Management (QM), and Contact Center tools/systems, including the Integrated Contact Center (ICC), Integrated Voice Response (IVR), Chat Bot, and Hot Messaging. The unit plays a critical role in ensuring the smooth functioning and optimization of these systems, which are essential for the Disability Insurance (DI) Branch's daily operations and customer service delivery. Additionally, the unit acts as front-line technical support for DI Field Operations. Under the direction of the Supervisor I, the Analyst II independently performs the more complex and sensitive tasks to support and enhance the ICC and other related systems, including IVR and Hot Messaging. The incumbent performs in-depth analyses and provides actionable recommendations to improve operational efficiency, troubleshoot technical issues, and optimize system performance. Collaboration with cross-functional teams to analyze system performance, identify trends, and implement system enhancements is a key aspect of the role.	

Percentage of Duties	Essential Functions
40%	Serves as a subject matter expert (SME) in the ICC, IVR, Chat Bot, and Hot Messaging systems. Analyze metrics, track performance, and investigate system issues, providing recommendations to improve customer experience and overall system efficiency. Collaborates with internal teams and external stakeholders to ensure seamless integration, system optimization, and timely resolution of issues affecting system performance. Manage the administration of the ICC, IVR, Chat Bot, and Hot Messaging systems, including user account maintenance, system updates, and troubleshooting. Analyze system logs and data to monitor performance and identify areas for improvement. Collaboration with the Information Technology Branch (ITB), the Production Services Division (PSD), and the Contact Center Solutions Development Group (CCSDG) crucial for resolving system malfunctions, identifying improvements, and ensuring systems align with operational requirements.
30%	Support the testing, validation, and deployment of new technologies, system upgrades, and improvements to the ICC, IVR, and other communication platforms. The incumbent will ensure that all system updates and changes are thoroughly tested, implemented, and documented. Works with operations management to train staff on the usage of these systems, ensuring that all team members are equipped to maximize system functionalities and utilize reporting tools effectively. Provide ad-hoc and scheduled reports on system performance, including usage metrics, customer satisfaction rates, and self-service rates. The incumbent will communicate data-driven insights to stakeholders at all levels of the organization, including management and leadership teams. Creates and maintains documentation for all technical processes, ensuring that accurate knowledge management resources are available to internal teams.
20%	Contribute to cross-functional projects aimed at enhancing the functionality of the ICC, IVR, Chat Bot, and Hot Messaging systems, collaborating with the ITB and vendors to design and integrate solutions that meet the evolving needs of the DI Branch. The incumbent will support business continuity efforts by contributing to the development and maintenance of system contingency and recovery plans.
5%	Build and maintain strong relationships with stakeholders across the DI Branch, providing consultation and expertise on system performance, enhancements, and troubleshooting. The incumbent will participate in meetings, workgroups, and projects, serving as a key point of contact for technical and operational issues related to the ICC and other integrated systems.
Percentage of Duties	Marginal Functions
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%

Civil Service Classification
Analyst II

Position Number
280-227-5393

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) <i>Click here to enter text.</i>			
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	9/3/2026	
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> 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

POSITION STATEMENT

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Analyst I	Operations Analytics
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5157
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Operations Analytics Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
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Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
The Operations Analytics Unit under the Integrated Technical and Analytical Support Group is responsible for the analysis, optimization, and continuous improvement of the Disability Insurance (DI) Branch's technical systems. The unit supports critical business applications, such as the Integrated Contact Center (ICC), Integrated Voice Response (IVR), Chat Bot, Hot Messaging, and other integrated platforms. The Analyst I plays a key role in ensuring the smooth functioning and optimal performance of these systems by identifying technical issues, troubleshooting challenges, and providing recommendations to improve system efficiency and operational outcomes. Under the supervision of the Supervisor I, the Analyst I will perform the less complex analysis and provide operational support to systems including ICC, IVR, Chat Bot, and Hot Messaging. The incumbent will conduct regular monitoring of these systems, troubleshoot technical issues, and provide data-driven insights to improve system functionality. Additionally, the Analyst I will collaborate with cross-functional teams to identify system inefficiencies and implement improvements. The role involves analyzing operational data, identifying trends, and developing recommendations for system enhancements.	

Civil Service Classification

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Percentage of Duties	Essential Functions
35%	Maintains a thorough understanding of the DI Branch's operational environment and its supporting technical systems. They will act as a subject matter expert (SME) in ICC, IVR, Chat Bot, and Hot Messaging, ensuring that these systems function optimally and meet the needs of the branch's operations. Works closely with technical teams to identify and resolve issues, ensuring that the systems are performing as expected and that any technical challenges are addressed promptly. Support the analysis of operational data to identify trends, recurring issues, and opportunities for improvement in systems like ICC, IVR, and Chat Bot. Works closely with management to provide regular updates on system performance, offering clear and actionable reports. These reports will highlight technical issues, areas for optimization, and opportunities for enhancing the functionality of systems supporting the DI Branch's operations.
30%	Assist with the testing, validation, and deployment of system upgrades and new tools, including enhancements to the ICC, IVR, Chat Bot, and Hot Messaging platforms. Ensures that new features and technologies are implemented effectively and that they align with the operational needs of the DI Branch. Document technical processes, procedures, and troubleshooting steps, maintaining comprehensive knowledge management resources for internal teams to reference.
20%	Collaborate with operations managers, leadership, and technical teams to ensure that technical solutions align with business needs and that stakeholders are informed of system performance and enhancements. Support project management activities related to system improvements and new tool implementations, facilitating technical meetings, coordinating system rollouts, and providing consultation on system features and changes.
10%	Contribute to improving system performance and operational efficiency by recommending and implementing changes to technical processes, workflows, and business systems. Ensure that issues are resolved in a timely and efficient manner while maintaining a strong understanding of the technical systems and processes that support the DI Branch's operational effectiveness. This role requires a high level of technical expertise, the ability to work under pressure, and strong communication skills to manage both the technical and operational needs of the branch effectively.
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

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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%
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Type of Environment:

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Analyst I

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5. SUPERVISION EXERCISED:

(List total per each classification of staff)

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6. SIGNATURES

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Employee's Signature:

Date:

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Supervisor's Signature:

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