

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Technical Support Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5393
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Technical Support 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 Technical Support Unit (TSU) within the Integrated Technical and Analytical Support Group is responsible for providing specialized technical support, optimization, and system integration for critical business applications used by the Disability Insurance (DI) Branch. This includes platforms such as Workforce Management (WFM), Integrated Contact Center (ICC), Integrated Voice Response (IVR), Chat Bot, and Hot Messaging. Under the direction of the Supervisor I, the Analyst II independently manages the technical functionality, performance, and continuous improvement of these systems and tools, ensuring they meet operational goals and objectives. Independently leads technical efforts to optimize, troubleshoot, and improve system performance across a wide array of integrated platforms. This includes conducting advanced troubleshooting, configuring system settings, identifying system performance bottlenecks, and working directly with technical teams to implement resolutions. Responsible for monitoring system behavior, diagnosing issues within the WFM, ICC, IVR, Chat Bot, and Hot Messaging systems, and analyzing system logs, metrics, and error reports to identify performance trends and root causes of technical problems.	

Percentage of Duties	Essential Functions
40%	Serves as the subject matter expert (SME) for the technical integration and performance of the ICC, IVR, Chat Bot, and Hot Messaging systems, providing advanced technical guidance to both internal and external stakeholders. Leverages various tools, including Information Exchange (IEX) WFM tools and system-specific diagnostic utilities, to assess performance, detect system inefficiencies, and recommend improvements. This includes optimizing IVR scripts, Chat Bot conversational flows, and Hot Messaging routing rules to ensure seamless interaction management and to support the efficient operation of the DI Branch's contact center. Works closely with cross-functional technical teams to ensure all systems are integrated effectively, with an emphasis on maintaining optimal system performance and meeting Service Level Agreements (SLAs). Monitors and assesses ICC system performance, ensuring that system uptime, call routing, and resource utilization are in line with DI Branch objectives. Recommend configuration adjustments, software updates, and process enhancements to improve the overall functionality of the ICC platform, ensuring a positive user experience for both staff and customers.
35%	Responsible for the development and execution of detailed technical strategies to optimize workload management through the WFM, ICC, IVR, Chat Bot, and Hot Messaging systems. Designs and implements system-based solutions for real-time workload distribution, ensuring that customer interactions are efficiently routed and managed. This includes developing and refining logic for the Chat Bot to handle customer inquiries autonomously, optimizing IVR call flows to minimize call times, and improving Hot Messaging protocols for real-time agent support. Independently analyzes complex system data to develop actionable insights for system improvements. Evaluates system performance metrics, such as call handling times, message throughput, user interaction rates, and technical error logs. Uses this data to make strategic recommendations to management, ensuring that the ICC, IVR, Chat Bot, and Hot Messaging platforms function optimally to meet business goals. Collaborates with operations managers to adjust staffing levels and technical configurations based on system performance, ensuring that service level goals are met and that customer interactions are handled in a timely manner. Responsible for providing technical leadership in the implementation and testing of system updates, patches, and new features for the WFM, ICC, IVR, Chat Bot, and Hot Messaging systems. Plans, coordinates, and executes software upgrades and system integrations while ensuring minimal disruption to DI operations. Serves as the primary technical point of contact for these systems, collaborating with vendors and internal IT teams to troubleshoot issues and ensure proper system functionality.
15%	Leads the development of detailed statistical and technical reports on system performance, including daily, weekly, and ad-hoc performance metrics for the ICC, IVR, Chat Bot, and Hot Messaging systems. These reports include system performance data, trends, error analysis, and recommendations for system enhancements. Presents these findings to leadership and uses the information to propose further system improvements or operational adjustments. Responsible for training and mentoring team members and other stakeholders on the technical aspects of the ICC, IVR, Chat Bot, and Hot Messaging systems. Facilitates training sessions on system updates, new tools, and best practices for optimizing system performance.

5%	Cross-trains on all analytical functions within the Command Center, enabling the incumbent to provide support across various technical domains and contribute to a wide range of system optimizations. Actively participates in project-related activities, ensuring that the integration of new tools, features, and system processes are completed efficiently.	
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%
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.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	9/3/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

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.

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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CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst I	Technical Support Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5157
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Technical Support Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
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3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
The Technical Support Unit (TSU) is responsible for providing expert-level technical assistance and operational support to the Disability Insurance (DI) Branch's various technical and analytical systems. TSU plays a critical role in ensuring the smooth functioning, performance, and stability of business applications, such as Workforce Management (WFM), Integrated Contact Center (ICC), Integrated Voice Response (IVR), Chat Bot, Hot Messaging, SDI, KMS, IHUB, and other integrated platforms. The unit proactively identifies, troubleshoots, and resolves technical issues impacting the operations of the DI Branch, ensuring these systems work optimally to support branch objectives. Under the supervision of the Supervisor I, the Analyst I will collaborate closely with cross-functional teams to address moderate to complex technical challenges that arise within these systems. The incumbent will conduct system monitoring, root cause analysis, troubleshooting, and provide recommendations for improvements to ensure system performance aligns with the DI Branch's strategic goals. As a subject matter expert (SME) in the systems and technologies supporting the DI Branch's operations, the Analyst I will work to identify issues affecting the performance of systems like WFM, ICC, IVR, Chat Bot, and Hot Messaging, and provide timely resolutions. The role requires a balance between technical expertise and	

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the ability to effectively communicate with both technical teams and business leaders. The incumbent will analyze system logs, performance metrics, and operational data to identify trends, recurring issues, and opportunities for optimization. Findings will be presented in clear, actionable reports to internal stakeholders, including management and technical teams, and will include regular updates on performance, system health, and issue resolution.

Percentage of Duties	Essential Functions
35%	Responsible for maintaining the health of the DI Branch's critical systems, including IVR, Chat Bot, Hot Messaging, and the ICC platform, through ongoing monitoring and troubleshooting. This includes tracking system issues, applying root cause analysis, and implementing preventive measures to avoid recurring problems. Additionally, the incumbent will support the development and implementation of improvements, upgrades, and new technologies that enhance the operational efficiency of the DI Branch. The Analyst I will assist with testing, validation, and deployment of system upgrades and new tools, including updates to Chat Bot conversational flows, IVR call routing, and Hot Messaging protocols. All technical processes, procedures, and troubleshooting steps will be thoroughly documented, ensuring clear and accurate knowledge management resources for internal teams.
30%	Collaborate with operations managers, leadership, and technical teams to ensure that technical solutions align with business needs. Act as a liaison between technical teams and business leaders, ensuring stakeholders are informed of ongoing issues and proposed technical solutions meet operational goals. The incumbent will support project management activities, including coordinating system improvements, new tool implementations, and cross-functional initiatives. The Analyst I will facilitate technical meetings, oversee system rollouts, and provide consultation on new features and changes to systems like WFM, ICC, IVR, Chat Bot, and Hot Messaging.
20%	Contribute to improving system performance and operational efficiency by recommending and implementing changes to technical processes, workflows, and business systems. The incumbent will ensure issues are resolved in a timely and efficient manner, while maintaining a comprehensive understanding of the technical systems and processes underpinning the DI Branch's operational effectiveness. This position requires high technical expertise, the ability to work under pressure, and strong communication skills to manage both technical and operational needs across the branch.
10%	Ensure that IVR, Chat Bot, Hot Messaging, and ICC systems remain aligned with the evolving needs of the DI Branch, while improving customer interaction management, operational workflows, and overall service delivery.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned

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

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