

DUTY STATEMENT

Employee Name:	Position Number: 580-510-5393-873
Classification: Analyst II	Tenure/Time Base: Permanent / Full Time
Working Title: WIC Systems Contract Monitor	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch / WIC Systems Change Management Section / WIC Systems Contract Management 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 advancing the health and well-being of California's diverse people and communities. As a member of the WIC Systems Contract Management Unit, this position serves as part of a team that provides contract management, collaboration with external contractors, and support for various technologies that support, enhance, and improve the Women, Infants, and Children (WIC) program services.

The incumbent works under the direction of the Chief, WIC Systems Contract Management Unit, Supervisor I (Sup I). The Analyst II provides technical contract oversight and assistance to WIC system contractors. This position is responsible for integrating and supporting the WIC program by ensuring the procurement, implementation, maintenance, and improvement of technology and contracts that supports and addresses the needs of WIC local agencies and families.

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% Ensures software procurement and contract plans are fully developed and approved with internal and external input in a timely and sensitive manner. Develops detailed workplans and manages contracts for new and existing projects to ensure services and products remain consistent. Plans and coordinates license issuance and ongoing license maintenance. Manages, tracks, and evaluates progress of all procurement and contracts. Develops, analyzes, and revises contract language to ensure clarity, enforceability, and alignment with program objectives. Prepares and coordinates procurement documentation, maintains contractor files, and processes for existing and new contracts. Contributes as a subject matter expert on contract language and procurement processes, ensuring program staff and contractors are informed and aligned with best practices and compliance requirements. Coordinates with division management and staff to ensure quality control, contract oversight, management, and compliance. Conducts reviews of existing and new contracts to ensure compliance with contract terms, state regulations, and departmental policies. Resolves contract issues. Acts as the main administrative user for software products. Participates in the investigation of reported technical issues and works with the SIB Change Management Section staff to either resolve or escalate issues to the contractor. Communicates software outages and resolutions to WIC staff.
- 25% Coordinates and conducts research on potential software and contracts to modernize the operational needs of WIC local agencies and families. Provides consultation and technical assistance to WIC leadership and staff on complex and sensitive issues pertaining to product and contract suitability, as well as the integration of current services. Provides administrative support, guidance, and consultation to WIC management to improve internal and external processes. Coordinates with the Office of Legal Services, and the Privacy Office to ensure that potential products meet WIC's regulatory privacy requirements. Ensures continuous quality

improvement by gathering information and data, evaluating alternative strategies, and providing management with progress reports and recommendations for improvements regarding contracts and products purchased. Coordinates with division management and staff to ensure quality control in product usage.

- 20% Independently reviews and approves contractor invoices and ensures accuracy, alignment with contract terms, and adherence to approved funding allocations. Ensures contractor substantiation is received, reviewed, and corresponds with invoiced amounts, authorizations, expectations, deliverable acceptance, and approved contractor staffing resources. Offers solutions to solving issues and works with the contractor to address discrepancies and correct any erroneous information. Monitors and tracks invoice amounts, review sheets, approval of invoices for payment, and collaborates with the WIC Federal Grants Management Section on complex invoice and/or budgetary issues.
- 15% Serves as a liaison and main point of contact between the department and contractors to facilitate communication and maintain productive working relationships. Plans and facilitates meetings to discuss contract procurement documents, contract management and compliance, deliverables, pending items addresses concerns, resolve issues, and provide regular updates. Prepares meeting minutes and agendas, presentations of relevant materials, facilitates follow-up on action items, and acts in an advisory capacity to program staff on contract issues. Coordinates the development of local agency training including the creation of updated materials and job aids.
- 5% Participates in internal and external meetings, workgroups, and trainings to stay current on policies, procedures and best practices related to the department, procurement, contract management, and compliance. Contributes ideas to improve contract management processes and actively supports a collaborative team environment. Provides back-up support to team members as needed to ensure continuity of contract management and coverage of essential functions.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as assigned.

☐ 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: SG

Date: 8/27/2026