

DUTY STATEMENT

Position Details:

RPA Number:
Effective Date:
Employee Name:
Position Number (Agency-Unit-Class-Serial):
Division/Unit: Division of Licensure Certification / Transcript Review Services Unit
Class Title: Analyst I

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Division of Licensure Certification of the Commission on Teacher Credentialing is the primary point of contact by educators and ensures requirements have been met for all certification documents that authorize teaching and services in California public schools. Under the supervision of the Supervisor I, the Analyst I serves as a liaison between the Commission on Teacher Credentialing's Transcript Review Services Unit, the Transcript Review and Competence Evaluation (TRACE) Artificial Intelligence (AI) System, Institutions of Higher Education (IHE), Local Educational Agencies, and educators. The Analyst I will be interpreting and applying California Education Code and Title 5 regulations to coursework evaluations to determine if subject matter competency (SMC) has been met through the domains for the credential and subject area(s).

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
40	<u>ESSENTIAL FUNCATIONS</u> Evaluate, assess, and conduct comparison analysis for Subject Matter Competence (SMC) as they relate to coursework. Ensure that all required content for individual subject matter domains has been met through the review of transcripts, course descriptions and other supporting documentation submitted by the Institutions of Higher Education (IHEs) into the TRACE system to meet domain area(s) being requested. Interpret and consistently apply California Education Code, Title 5 Regulations and other applicable laws, rules and regulations, and Commission policies and procedures. Accurately and efficiently navigate the Commission’s Educator Credentialing System (ECS) to review the coursework, course descriptions, and other supporting documentation being applied towards each domain area to ensure the evaluations by the TRACE system are correct. Review TRACE outputs to support consistent application of subject matter requirements. Accepting or modifying findings by the system. Providing feedback and suggesting courses or exams to meet the missing domain area(s). Editing results reports prior to finalizing. Assist in creating resources and delivering training related to the TRACE system. Work independently and in a team environment to complete assignments to meet the Commission’s legislative mandated timelines and business goals. Consult with other analysts or managers on more complex issues.
25	Evaluate and categorize courses and course descriptions from IHEs based on subject area and domain area(s). Utilize the courses and course descriptions found in the Transfer Evaluation Systems (TES) by College Source and documentation that is submitted through TRACE to predetermine course domains. Update courses and/or course descriptions to continue meeting domains.
15	Independently respond to Help Request Tickets (HRTs) in ECS from educators, universities, colleges, county offices of education, school districts, charter schools, other government agency personnel, and the general public regarding transcript review for meeting SMC. Interpret, analyze, and consistently apply California Education Code, Title 5 Regulations, and other applicable laws, rules and regulations, and Commission policies and procedures to respond to HRTs without specific direction or review of work. Regularly and efficiently access ECS when responding. Consult with fellow analysts or escalate to management on more complex issues.

10	Test and maintain the TRACE system to ensure optimal function. Monitor the integration of the TRACE and ECS systems. Provide suggestions for system enhancements. Assist IT with system updates. Advise management on system updates. Assist in drafting or reviewing public service announcements related to system changes and enhancements.
10	<u>MARGINAL FUNCATIONS</u> Assist with pulling reports to analyze trends in coursework evaluations based on subject area and institutions. Other support duties as needed.

Knowledge and Abilities:

Knowledge of:

- Computers and computer programs; especially Microsoft Office Suite; familiarity with Oracle databases
- Analytical and research techniques and processes
- Credentials that require SMC and statutory subjects
- General knowledge of the Commission's mission, goals and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or divisions

Ability to:

- Reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems
- Accurately and consistently analyze, interpret and apply specific laws, rules and regulations, policies and procedures
- Work independently on projects or assignments without close supervision or detailed instructions
- Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines and courses of action
- Handle multiple assignments simultaneously and meet deadlines
- Take initiative to find answers/solve problems
- Interact cooperatively with staff and management on all work issues

Skill to:

- Extract specific, relevant data and information from a small to large body of materials
- Comprehend and interpret complex information and materials, including procedures and policies
- Apply policies and procedures in the completion of work assignments
- Analyze and evaluate information to formulate conclusions and courses of action

- Make appropriate decisions based upon the facts and information available
- Recognize the ramifications and possible impact of decisions and/or actions to determine appropriate courses of action
- Prioritize assignments and projects to ensure completion with established timeframes and expected deadlines
- Establish and maintain cooperative relations with others
- Organize and identify the work activities to be completed; recognize the need to shift priorities to complete assignments within established timeframes and by expected dates

Special Personal Characteristics

- Requires fingerprint clearance

Interpersonal Skills:

- Enthusiastic – eager to learn
- Goal-focused – accepts increasing responsibility
- Self-disciplined – independently adjusts priorities and meets deadlines
- Customer-service focused – provides empathetic, timely, accurate and complete responses in all forms of communication

Desirable Qualifications:

- Integrity – consistently adheres to his/her duties to execute the mission and responsibilities of the Commission
- Expertise – be a reliable source of accurate information
- Teamwork – works collaboratively and in recognition of the contribution each makes to the common purpose
- Respect – recognizes the validity of other points of view and treats others with civility
- Problem Solving – strives to find creative, practical and effective solutions to achieving desired goals

Work Environment, Physical or Mental Abilities

Work Environment:

- Prolonged sitting and use of computers
- Frequent contact with employees
- Mobility to various areas in a high-rise building
- Regular business hours between 8 am and 5 pm

Physical Ability:

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

Mental Ability:

- Analyze information and consistently form appropriate conclusions
- Communicate clearly and tactfully
- Read and follow written and oral instructions
- Shift tasks and work with multiple assignments with short deadlines

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Personal Contacts:

Regular contact with:

- IHEs
- Local Educational Agencies
- Educators
- Internal staff

Limited interaction with:

- Commissioners
- Legislators
- Governor's office
- Press

Level of Responsibility – Actions and Consequences

Experienced incumbents will have an average level of responsibility. Failure to use good judgements in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized persons. The actions of the indivision can and will affect the Commission's public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR STATEMENT:

I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

Manager/Supervisor Name (Print)	Manager/Supervisor Signature	Date

EMPLOYEE STATEMENT:

I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

Employee Name (Print)	Employee Signature	Date