

OFFICE OF THE STATE CONTROLLER

DUTY STATEMENT

EMPLOYEE NAME	DIVISION Personnel and Payroll Services
CLASSIFICATION TITLE Analyst III	UNIT NAME - LOCATION Customer Support Section (CSS), Instructional Design and Operational Training Program (IDO) Team
WORKING TITLE Training and Development Specialist	POSITION NUMBER 051-220-5402-xxx
	EFFECTIVE DATE

SECTION A: GENERAL DESCRIPTION

Under the general direction of the Customer Support Section Supervisor (Supervisor II), the Analyst III serves as an advanced journey level specialist responsible for leading complex analytical, consultative, and project-based work related to statewide Business Program training and Personnel and Payroll operations. The incumbent independently plans, designs, evaluates, and implements high impact instructional and program initiatives that support more than 294,000 state civil service, CSU, and exempt employees.

The Analyst III provides expert level analysis and guidance on the interpretation and application of laws, rules, regulations, MOUs, and statewide Personnel and Payroll policies. The incumbent leads cross functional analytical efforts, coordinates project activities, and manages sensitive, high visibility assignments with department wide implications. Work requires a high degree of independence, expert level knowledge of legacy Personnel and Payroll business processes, and the ability to influence program direction through analytical insight and consultative recommendations.

The incumbent fosters effective communication, supports organizational capacity building, and ensures alignment of training and program initiatives with enterprise level strategic goals. Work is performed with broad analytical discretion and project leadership responsibilities, but without Supervisory authority over personnel.

Duties include, but are not limited to, the following:

SECTION B: ESSENTIAL FUNCTIONS

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of
Time Spent

Typical Task

40%	Advanced Instructional Design and Curriculum Leadership • Independently plan, design, and develop Business Processing Learning Materials using advanced instructional design methods that require expert level understanding of legacy Personnel and Payroll business processes and transactional workflows. • Create and structure business process instruction guides and convert them into standardized, high impact training tools used statewide. • Evaluate and determine required updates to learning materials based on policy changes, system modifications, operational impacts, and transition work supporting sustainable legacy operations training. • Resolve conflicting or unclear process information by consulting with program, policy, and system experts and determining the correct interpretation for statewide use. • Establish and maintain content standards for accuracy, clarity, accessibility, and format across all learning materials.
30%	Instructional Delivery, Evaluation, and Program Improvement • Plan, coordinate, and deliver virtual training classrooms, learning labs, and forums, including agenda development, speaker coordination, facilitation, Q&A management, attendance tracking, and documentation of outcomes. • Manage all administrative components of training events, including scheduling, registration, communication, and recordkeeping. • Evaluate training effectiveness by analyzing participation data, user feedback, and performance trends, and implement improvements to content, delivery methods, and learning tools. • Enhance and maintain the training registration

	database to support reporting, participation tracking, and identification of training needs. • Lead project teams responsible for completing multiyear training and modernization initiatives.
20%	Collaboration, Consultation, and Stakeholder Engagement • Lead and coordinate cross-functional workgroups to align learning materials with program operations, policy owners, and transition activities supporting sustainable legacy operations training. • Consult with departments, program partners, and subject matter experts to ensure training content reflects accurate and consistent processing requirements. • Provide technical guidance to team members contributing to training and process-related projects to maintain quality and consistency. • Represent the program in meetings requiring expert-level knowledge of legacy Personnel and Payroll business processes and business system operations. • Participate in bureau/division/agency budgetary drills and strategic assessments to ensure policies and procedures support efficient operations and organizational goals.
10%	Policy Interpretation, Guidance, and Knowledge Transfer • Interpret and apply laws, regulations, MOUs, and Personnel and Payroll policies to ensure learning materials and training activities reflect correct processing requirements. • Prepare and present analyses, recommendations, and issue summaries to support management decision making. • Respond to complex process questions requiring expert level knowledge of legacy Personnel and Payroll transactional processes. • Develop and maintain guidance documents, reference materials, and communications that support accurate Personnel and Payroll processing. • Document and support knowledge transfer to ensure continuity across legacy and future operational environments.

SECTION C: NON-ESSENTIAL FUNCTIONS

%	N/A
---	-----

SECTION D: ADA REQUIREMENT

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

SECTION E: KNOWLEDGE, SKILLS AND ABILITIES

The Analyst III functions as an advanced-journey level specialist with deep expertise in statewide Personnel and Payroll operations, instructional design, and complex program analysis. The incumbent applies a high degree of professional judgment and independence to assignments that have department-wide impact and require the interpretation of laws, regulations, MOUs, and statewide policy.

As a subject matter expert, the incumbent possesses extensive knowledge of business and transactional processing rules associated with human resource pay, benefits, compensation programs, and exception-based processing for statewide Personnel and Payroll systems and subsystems.

The incumbent demonstrates advanced proficiency in instructional design, curriculum development, and adult learning methodologies. They ensure the quality, accuracy, and effectiveness of training delivered to decentralized departmental Human Resources offices and internal stakeholders. This includes designing and evaluating instructional materials, applying accessibility standards, and integrating industry-standard technologies and best practices to support statewide learning and development initiatives.

At this level, the incumbent performs the most complex and sensitive analytical assignments within the program area. This includes conducting high-level program evaluation and planning; performing advanced policy analysis; synthesizing quantitative and qualitative data; and developing enterprise-level recommendations to address operational, legislative, or programmatic issues. The incumbent leads cross-functional analytical efforts, contributes to the development of program policies and procedures, and represents the division on inter- and intra-departmental workgroups requiring expert subject matter knowledge.

Work at the Analyst III level is distinguished by the scope, complexity, and sensitivity of assignments, as well as the incumbent's ability to exercise broad analytical discretion. The incumbent must reason logically and creatively; evaluate complex issues; develop and assess alternatives; and communicate technical concepts clearly to diverse audiences. They must be able to anticipate program needs, recognize emerging trends, and contribute to long-term

strategies that support statewide Personnel and Payroll operations. The incumbent is expected to build and maintain cooperative working relationships, establish project priorities and timelines, and adjust analytical approaches as needed to ensure successful outcomes.

SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

The Analyst III works with highly sensitive and confidential Personnel and Payroll information affecting more than 294,000 state employees. Careless handling or unauthorized disclosure of this information may result in significant legal, financial, or operational consequences for the department and the State.

The incumbent independently conducts complex research, interprets laws and regulations, develops statewide training content, and formulates analytical recommendations that influence business processes across departments. Errors in analysis, interpretation, or instructional guidance may lead to incorrect program direction, inconsistent transactional processing, payroll inaccuracies, or delays in statewide operations.

Because the incumbent's work contributes to the development of procedures, program improvements, and enterprise-level recommendations, analytical errors may have broad and sensitive impacts on statewide Personnel and Payroll operations. Results of analytical decisions may be sensitive in nature, and failure to determine the appropriate courses of action could lead to misallocation of funds and/or rescinding of delegated authority.

SECTION G: PERSONAL CONTACT

The incumbent independently confers with management and staff of all levels within the State Controller's Office, control agencies, and departments statewide. In addition, the incumbent represents the State Controller's Office at various taskforces and conferences.

SECTION H: WORK ENVIRONMENT

While at Headquarters: Work is performed in a high-rise climate-controlled office under artificial light with standard office furniture and equipment. If required to travel the incumbent may be subject to the elements of the destination.

While Teleworking: Employee will be expected to adhere to all requirements of the signed telework agreement.

SECTION I: PHYSICAL REQUIREMENTS

The incumbent will sit or stand for long periods of time using a keyboard and computer while working in the office. The incumbent will stand for considerable time while presenting.

Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				X
Walking		X		
Standing		X		
Bending (neck/waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck/waist)			X	
Is repetitive use of hand(s) required?				X
Simple Grasping (R or L)			X	
Power Grasping (R or L)		X		
Fine Manipulation (R or L)		X		
Pushing/Pulling (R or L)		X		
Reaching (above/below shoulder level)			X	
Lifting/Carrying	Occasional lifting/carrying of training materials, project boxes, files, reference materials/binders no more than 25 pounds.			

SECTION J: SIGNATURE

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

Employee's Signature

Date

I have discussed and provided a copy of this duty statement to the employee named above.

051-220-5402-XXX

Vacant

10/01/2026

Supervisor's Signature

Date