STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

312-5393-301

Division: Operations Division	**Classification Title**: 5393 Analyst II
Branch: Industry Services Branch	**Working Title**: Analyst II
Unit: Industry Services Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 312-5393-301	**CBID/Bargaining Unit**: R01
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	**Bilingual Language**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: 2	**Date Approved**: 10/22/2026

Direction Statement and General Description of Duties: Under the direction of the Industry Services Branch (ISB) Administrative Manager, the incumbent is responsible for the less complex analytical and evaluative tasks related to the operational units. Essential skills required for success in this role include critical thinking, research and analytical, project management effective communication. Duties include, but are not limited to, the following major responsibilities:

Percentage and Essential/Marginal Functions:

40%	**Process Improvement (E)** Independently reviews, analyzes, and evaluates current procedures and workflows to identify opportunities for greater efficiency, effectiveness, and compliance with

	organizational goals. Works collaboratively with unit staff and management to gather input, assess challenges, and ensure that proposed solutions are practical and responsive to operational needs. Collects and reviews operational data metrics, synthesizing findings into clear, actionable recommendations. The incumbent prepares well-reasoned reports, proposals, and presentations to provide the Branch Chief with innovative and sustainable options for process enhancements.
30%	**Project Support (E)** Supports ISB operational units in the identification, documentation, and resolution of issues associated with technology projects. The incumbent serves as the primary point of contact for unit staff to report system defects, functionality concerns, and project-related challenges, as well as the liaison to the Divisional technology team. Attends project and stakeholder meetings to stay informed of timelines, requirements, and system changes, and communicates relevant updates back to branch leadership and unit staff. Tracks reported issues and defect resolutions, ensuring they are logged accurately, monitored through resolution, and communicated to impacted staff. Collaborates with internal and external partners to clarify issues, escalate concerns when necessary, and follow up on outstanding items to ensure timely resolution.
25%	**Staff Development (E)** Develops, maintains, and improves on-the-job training (OJT) materials and desk manuals that support the ISB operation units' highly specialized workloads. Researches and documents current processes, procedures, and workflows by working closely with subject matter experts and unit staff to ensure accuracy and consistency with departmental policies. Drafts, edits, and organizes OJT guides and desk manuals in a clear and accessible format to promote effective knowledge transfer and operational continuity.
5%	**Miscellaneous (M)** Performs special assignments and projects as required.

Supervision Received: The Analyst reports directly to and receives most assignments from the Administrative Manager. This position is subject to minimal direct supervision and is often required to work independently and apprise the Branch Chief, Program Managers, Supervisor I, and Manager V of continual progress on assigned tasks.

Supervision Exercised and Staff Numbers: None
Physical Requirements:
Special Requirements: Fingerprint/Criminal Record Clearance required.
Personal Contacts: Will interact daily with departmental staff as well as the public by phone, email, in person, various video platforms, and mail as needed. Interactions may be general, confidential, sensitive, or informative.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE