Duty Statement

Classification: **Analyst I**

Position Number: **275-510-5157-024**

HCM#: **2725**

Branch/Section: **Health Policy & Benefits Branch / Health Account Management Division / Administration, Automation & Project Management Section/ Automation Support & Project Management / Automation Support Unit**

Location: **Sacramento, CA**

Working Title: **Automation Support**

Effective Date: **January 1, 2026**

Collective Bargaining Identifier (CBID): **R01**

Supervision Exercised: ☐ **Yes** ☒ **No**

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Health Account Management Division (HAMD) provides health account management for members and employers that participate in the CalPERS Health Program, including the State, public agencies, and schools. HAMD offers eligibility, enrollment, and Medicare services to members and their families. The Automation Unit provides operational system support and maintenance for core health business processes, administration of health benefits, and data reporting. Maintain and support system interfaces with health and dental carriers, file transmissions, and receipt of data exchange for business partners. Allocate resources for annual Open Enrollment (OE) activities and myCalPERS system readiness. Coordinate the release management process on behalf of HAMD to identify, schedule, and implement system changes and ensure system defects are resolved.

Under supervision of the Supervisor I of the Automation Support Unit, the Analyst I performs work of average difficulty in a wide variety of consultative and analytical services assignments. The position provides technical support, analysis, and coordination for system enhancements, defect resolution, and data reporting. Duties include, but are not limited to:

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

40% Onsite[1] and virtually, supports release planning activities related to System Enhancement Requests (SER) with program area leads and leadership. Collaborates with health program area leads to identify and evaluates myCalPERS System Defect Requests (SDRs) to

determine if a system issue exists and requires a fix, or if a system enhancement is required. Handles inquiries from users including CalPERS team members, employers, and health business partners regarding system and data issues. Performs problem solving analysis with program area leads, communicates challenges to appropriate CalPERS team members and Information Technology support, recommends solutions to program area leads and leadership, participates in meetings between business users and developers, and provides feedback on statuses of defects and enhancements to stakeholders according to established timeframes. Provides testing support to business area leads, including fact finding and determination of business requirements and system impacts. Coordinates and participates in User Acceptance Testing (UAT) to support system enhancements and improvements. Supports program area leads with development of test plans and preparing test scripts for execution during UAT and production implementation.

40% Onsite and virtually, compiles, reviews, and edits data to prepare weekly and monthly reports for Automation Support and division business needs. Prepares summaries of Customer Services and Support Connects, consolidates communications from health teams, and maintains a centralized repository of business process data. Compiles and reports division workload metrics for business areas to support operational decision-making. Compiles and analyzes release management data by tracking weekly SER/SDRs submissions and comparing them to historical inventory to support weekly and annual prioritization of myCalPERS system releases.

15% Onsite and virtually, reviews, analyzes, and recommends business rule changes to Automation Support processes due to health environment changes. Recommends updates to Automation Support processes and CalPERS systems to ensure compliance with health program requirements. Supports data asset management activities for Health information asset classifications, ensuring reports, dashboards, interfaces, permissions sets, and other assets are cataloged for inventory and retention activities.

5% Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- [1] This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date**:

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date**: