State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Information Technology Associate WORKING TITLE: Analytics Analyst	HEADQUARTERS: Costa Mesa
PROGRAM/UNIT: Office of Policy & Administration/ Information Technology/ Enterprise Data & Technology Services/ Data & Analytics	POSITION NUMBER: 163-164-1401-001 (12047)	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Information Technology Manager I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Information Technology (IT) Associate is under the general supervision of the Data & Analytics Manager, IT Manager I. The IT Associate will also be under the on-site, functional direction of the Program Manager II, Southern II Division.

2. SUPERVISION EXERCISED:
   None.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   Physical tasks include sitting for extended periods at a computer workstation, standing, lifting, bending, etc. During an activation for an emergency or disaster, may work on 12 hour rotating shifts. Travel in automobile, commercial aircraft, and public transportation.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   This position requires professionalism in dealing with California Governor's Office of Emergency Services (Cal OES) at the staff, management, and executive levels; other state/local agencies, and federal government.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   Cal OES is responsible for disaster response, planning, preparedness, and training. Failure to effectively perform the position duties could result in loss of critical information for the mission and the organization.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff are required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to

(CONTINUED)- EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under the general supervision of Data & Analytics IT Manager I, the IT Associate (ITA) provides data and analytics IT systems support to Cal OES program staff. During emergencies, and for on-site direction, the ITA is under the functional direction of the Program Manager II, Southern II Division. This position is essential to maintaining resiliency and uptime of mission critical information systems that support emergency operations.

The ITA provides end-user support for data and analytics software, account management, access permissions, and routine system checks; documents support activities, incidents, and resolutions in the IT ticketing system used to manage service requests; supports analytics systems issues, product development and enhancements, and makes recommendations for service process improvements.

The ITA works collaboratively with program staff, IT professionals, data analysts, and external partners to provide direct support for emergency operations to ensure communication and analytics IT systems remain operational during routine operations and emergency response activities. The role operates in a fast-paced, team-oriented environment, and must have the ability to effectively handle multiple tasks and changing priorities.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
40%	Provides support for data and analytics system users, resolving system, account management, access, and product issues. Responds to support requests, documents resolutions, escalates issues as needed, and ensures timely communication with end users. Supports Geographic Information System (GIS) software through license management, connectivity troubleshooting, data access assistance, and performance diagnostics for web, mobile, and desktop tools. Works with program staff to identify data analytics needs and translates business requirements into appropriate analytics and geospatial solutions. Offers technical support on data and GIS capabilities, including data availability, mapping, analysis, and visualization. Assists users with mobile GIS field data collection tools and maintains inventory of related IT equipment. Maintains data and GIS communication systems essential to emergency operations, ensuring resiliency and real-time responsiveness. Supports program staff with data and GIS tools, assists with developing situational awareness applications and data products, and provides general analytics technology troubleshooting.
25%	Supports the development, maintenance, and administration of Cal OES data and analytics systems and services. Ensures GIS systems, servers, and services, such as ArcGIS Online, feature services, dashboards, mobile data collection applications, and operational layers are functional and integrated with the enterprise IT network. Provide technical support, maintain and enhance web maps, web applications, dashboards, and other interactive data-driven products used for operational decision-making. Monitors data analytics and GIS related service outages, performance degradation, and connectivity issues. Works with senior IT Network, Infrastructure, and GIS operations staff to restore functionality, schedule maintenance, and updates.
20%	Supports and documents incidents, service activities, and resolutions in the service request and IT ticketing system. Documents GIS tool configurations, map services, workflows, and data schemas within knowledge articles and service Standard Operations Procedures (SOPs) to ensure continuity and operational readiness. Recommend improvements to service delivery, system performance, and user support. Collaborate with GIS development teams, data and system architects, and IT senior staff to review enhancements, improve data and GIS service desk processes, and ensure alignment with IT enterprise standards. Maintain documentation on security requirements, data access, and GIS mobile/web application capabilities to support readiness for emergency deployments. Support data analytics training and enablement efforts.
10%	Maintain professional and technical knowledge by attending educational conferences, workshops, and training courses, and by reviewing professional and technical publications to stay current on applicable emerging technologies, procedures, and industry best practices. Participate in evaluating new products and services.
Percent of Time	MARGINAL FUNCTIONS
5%	OTHER JOB-RELATED DUTIES AS REQUIRED The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☒	☐	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☐	☒	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: Answering phones.	☐	☐	☒	☐	☐

Updated 11/10/2026

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☒	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☒	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and 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.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title