CALSTRS
HOW WILL YOU SPEND YOUR FUTURE?

[X] PROPOSED

[ ] CURRENT

DUTY STATEMENT

	EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 640 - 5393 - 905
DIVISION/UNIT BenefitConnect / Program Administration	CLASS TITLE Analyst II
INCUMBENT NAME Vacant	WORKING TITLE Program Analyst

CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the direction of the Project Administration Manager, the incumbent serves as a Program Analyst for BenefitConnect (BC) and works as key member of Program Administration. The Program Analyst independently performs the more responsible, varied, and complex tasks to support Human Resources and a variety of other functional areas. The incumbent processes all needed paperwork to hire and release staff and Contractors for the BC Division. The incumbent must exercise a high degree of discretion, diplomacy, confidentiality, and initiative to take independent actions to address issues as they arise.

% 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.
	ESSENTIAL FUNCTIONS
35%	**Human Resources Liaision** Prepare all hiring documentation which includes, but is not limited to, assisting Hiring Managers on drafting duty statements; reviewing all duty statements for grammar and spelling; drafting position justifications and other related Requests for Personnel Action (RPA) documentation; and preparing and submitting RPA packages ensuring accuracy and compliance with established Human Resources processes. Complete and track all RPAs on behalf of Hiring Managers. Collaborate with Hiring Manager to complete hiring process including downloading applications, updating scoring spreadsheets, scheduling interviews, and submitting hiring package.
30%	**Onboarding/Offboarding Facilitation** Work with the Employee, the hiring/supervising manager, Business Contract Manager, contractor, and appropriate personnel at CalSTRS to meet building and equipment access requirements, which may include, but shall not be limited to: establishing/revoking access to shared mailboxes and electronic file spaces, coordinating and tracking requests for equipment to be issued or returned, assigning seating and communicating with Facilities Management for floorplan updates, and coordinating with the Physical Security Office to establish/revoke building access. Update and publish the Floor Plan. Maintain documentation on equipment and software licenses that were issued for asset management purposes. Provide written onboarding/offboarding status updates to the Program Administration Manager no less than twice a month.
15%	**Program and Security Access Administration** Establish and maintain distribution lists and email boxes on behalf of the Division. Continuously update as state and contractor resources join or leave the BC team. Work with Team Leads to review and update lists and email boxes at least annually. Apply security groups and access restrictions to BC electronic workspaces, licenses, and files in accordance with CalSTRS' Data Governance Policy. Vet permission requests and grant access for BC team members at the appropriate level. Develop professional relationships and maintain productive communication with Service Desk personnel for all matters related to BC's libraries and access. Liaise between BC team members, managers, and the Service Desk to facilitate problem resolution and document/communicate progress and outcome to appropriate parties to ensure access problems are fully resolved.
15%	**Support Program Administration** Provide back-up support to Program Administration team members with duties including, but not limited to, processing stakeholder reports; managing the storage sharing and retrieving of BenefitConnect system-related documents; and managing libraries in Teams and SharePoint. Assist with other general support functions as needed and within the scope of the classification.
	MARGINAL FUNCTIONS

5%	Assist with other general support functions as needed and within the scope of the classification.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the Competency Guide on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Occasional overnight in state/out of state travel
- Occasional travel to various locations for training and/or meetings
- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE SIGNED