EDD Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Staff Services Analyst	Systems Support Analyst
NAME OF INCUMBENT:	POSITION NUMBER:
	280-309-5157-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Automated Systems Liaison Unit	Joan O'Connell
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office ARU 309	Staff Services Manager I
BRANCH:	REVISION DATE:
Disability Insurance	3/29/2024

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Description of Position Requirements: Possible overnight travels, by air or car, to CA offices to assist with training or ensure hardware installation refreshes have been implemented in accordance with DI program business requirements

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under supervision of the Staff Services Manager (SSM) I in the Automated Systems Liaison Unit (ASLU), the Staff Services Analyst performs the less complex duties of a subject matter expert (SME) for Disability Insurance (DI) Branch automated systems. The incumbent develops, interprets, and analyzes the less complex DI program business requirements for DI Branch automated systems and SharePoint administration. Based on those requirements, helps conduct feasibility studies and/or develops business need proposals and new data requests to make DI more efficient and cost effective and to improve customer service.

Partners with Information Technology (IT) Branch staff to support in the design and implementation of new applications or changes to existing applications, with a focus on customer satisfaction and commitment to excellence. Participates in project deliverables in connection with IT implementations that require DI Branch collaboration.

Learns to communicate with appropriate parties regarding automation problems, enhancements, and information. Learns to represent the Branch on work groups, task forces, and in meetings with other Department staff.

Learns SharePoint permissions to perform backup duties.

Performs all other duties as may be assigned by the ASLU Manager.

Percentage of Duties	Essential Functions
30%	Assists with developing, interpreting, and analyzing DI program business requirements as determined by customers/users for DI Branch automated systems, which includes business rules for system processes and provides information to IT Branch in order for IT staff to program these requirements. Assists with ensuring that business requirements are clearly defined and represents the DI program requirements for future delivery of services. Participates in DI Branch project responsibilities, as needed, for IT Branch system updates or the implementation of new IT capabilities
20%	Acts as SME for DI Branch for the less complex issues. Identifies and resolves DI Branch automated system issues or elevates to IT staff when appropriate. Analyzes and responds to questions, issues, and/or less complex claim problems related to operation of the DI Branch automated systems.
15%	Working with a lead analyst reviews and applies protocol guidelines to ensure applications are consistent with the business driven system architecture standards to ensure system rules are kept consistent, and they remain logical for others to use. Implementation is based on the complete solution concept and considers customer needs.
15%	Assist the Branch SharePoint lead by managing DIB's SharePoint pages and sites. Manages Branch-level permissions, creates, deletes or edits sites or uploads documents upon request. Attends meetings, provides technical assistance to SharePoint SPOCs, and reviews Branch SharePoint-related help desk tickets for completion and accuracy and submits to ITB. Ensures Branch and Department SharePoint guidelines are being followed. Collaborates with requestors on site changes, and confirms that sites are functioning properly. Assists with managing the Branch SharePoint intake mailbox and responding to customer services issues.
10%	Represents the Branch on work groups, task forces, and in meetings with other Department staff.
5%	Assists with SharePoint permissions.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply)

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment

Civil Service Classification
Staff Services Analyst

Position Number
280-309-5157-976

Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.*

Type of Environment:
☐ High Rise   ☒ Cubicle   ☐ Warehouse   ☐ Outdoors   ☐ Other**:**

Interaction with Customers:
☐ Required to work in the lobby   ☐ Required to work at a public counter
☒ Required to assist customers on the phone   ☒ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

N/A

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: Joan O'Connell

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

	CPG Analyst Initials	Date Approved
☒ Duties meet class specification and allocation guidelines.		
☐ Exceptional allocation, STD-625 on file.	KV	8/23/2024

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:
- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Associate Governmental Program Analyst	Systems Support Liaison
NAME OF INCUMBENT:	POSITION NUMBER:
	280-309-5393-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Automated Systems Liaison Unit	Joan O'Connell
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office ARU 309	Staff Services Manager I
BRANCH:	REVISION DATE:
Disability Insurance	3/29/2024

Duties Based on: ☒ FT   ☐ PT– Fraction _____   ☐ INT   ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required

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☒ Travel May be Required

☐ Call Center/Counter Environment

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☐ Bilingual Fluency *(specify below in Description)*

☐ Other *(specify below in Description)*

Description of Position Requirements:

(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Description of Position Requirements: Possible overnight travels, by air or car, to CA offices to assist with training or ensure hardware installation refreshes have been implemented in accordance with DI program business requirements

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:

(Briefly describe the position's organizational setting and major functions)

Under direction of the Staff Services Manager I Manager (SSM I) in the Automated Systems Liaison Unit, the Associate Governmental Program Analyst (AGPA), serves as a Systems Support Liaison. In this liaison role, the AGPA performs the more complex analytical duties of a subject matter expert (SME) for Disability Insurance (DI) Branch automated systems. Resonsibilities include developing, interpreting, and analyzing the DI program business requirements for DI Branch automated systems and SharePoint administration. Based on those requirements, the AGPA conducts feasibility studies and/or develops business need proposals and new data requests to make DI more efficient and cost effective and to improve customer service.

Partners with Information Technology (IT) Branch staff to help design, develop, and implement new applications, or changes to existing applications, with a focus on customer satisfaction and a commitment to excellence. Acts as lead to ensure completion of ASLU's project deliverables for IT implementations).

Communicates with appropriate parties regarding automation problems, enhancements, and information. Represents the Branch on work groups, task forces, and in meetings with other Department staff.

Performs all other duties as may be assigned by the ASLU Manager.

Percentage of Duties	Essential Functions
30%	Independently or in a lead capacity develops, interprets, and analyzes DI program business requirements as determined by customers/users for DI Branch automated systems, which includes business rules for system processes and provides information to IT Branch in order for IT staff to program these requirements. Ensures that the business requirements are clearly defined and representative of the DI program requirements for future delivery of services. Leads DI Branch project responsibilities, as needed, for IT Branch system updates or the implementation of new IT capabilities. Based on DI program business requirements, may conduct feasibility studies and/or develop business needs proposals and new data requests to make DI Branch automated systems more efficient/cost effective and to improve customer service.
25%	Acts as SME for DI Branch for the more complex issues. Works with system users to Identify issues with DI automated systems. Analyzes and responds to questions, issues, and/or more complex customer claim problems related to operation of the DI Branch automated systems and elevates to IT Branch when appropriate.
15%	Independently or in a lead capacity reviews and applies protocol guidelines to ensure applications are consistent with the business driven system architecture standards to ensure system rules are kept consistent, and remain logical for others to use Implementation is based on the complete solution concept and considers customer needs.
15%	Acts as the Branch SharePoint lead by managing DIB's SharePoint pages and sites. Manages Branch-level permissions, creates, deletes or edits sites or uploads documents upon request. Attends meetings, provides technical assistance to SharePoint SPOCs, and reviews Branch SharePoint-related help desk tickets for completion and accuracy and submits to ITB. Ensures Branch and Department SharePoint guidelines are being followed. Collaborates with requestors on site changes, and confirms that sites are functioning properly. Assists with managing the Branch SharePoint intake mailbox and responding to customer services issues.
10%	Represents the Branch on work groups, task forces, and in meetings with other Department staff The ASLU AGPA works with lead SPOCs and SMEs between DIB and the IT Branchas a liaison, to contribute crucial knowledge to improvements identification of potential system enhancements/fixes, review of procedural modifications, and deployment of those fixes.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
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   (List total per each classification of staff)

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Supervisor's Name: Joan O'Connell

Supervisor's Signature:	Date:

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