

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1402-909
Classification: Information Technology Specialist I (Client Services)	Tenure/Time Base: Permanent/ Full Time
Working Title: Federal Systems Automation Coordinator	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Development and Support Branch/ Center for Health Care Quality Support Section/ Federal Systems Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under direction of the Information Technology Supervisor (IT Sup) II, Chief, Federal Systems Support Unit (FSSU), the Information Technology Specialist (ITS) I serves as the state Outcome Assessment Information Set (OASIS)/Minimum Data Set (MDS) Automation Coordinator. The ITS I performing as a statewide resource expert, provides assistance to Home Health Agencies (HHA's), Skill Nursing Facilities (SNFs), vendors, and state agency staff requiring high technical expertise on a broad range of hardware/software relating to Medicare/Medicaid Certification and State Licensure.

The ITS I provides assistance in the form of education/consultation to certified HHAs, SNFs, and state staff located in geographically dispersed locations throughout the state, respective professional and business associations, and other governmental agencies regarding installing, accessing, generating, and interpreting related reports. The ITS I proposes technical solutions to ensure accuracy of the data and collaborates with stakeholders, developers, the Information Security Officer, project managers, and management to support and manage functions associated with the design, development, testing, integration, implementation, production support and maintenance work of new and current systems.

The ITS I performs duties in the Client Services and Business Technology Management domains.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 25% Serves as the subject matter expert for Automated Survey Processing Environment (ASPEN), Internet Quality Improvement and Evaluation System (iQIES), Certification and Survey Provider Enhanced Reporting (CASPER) and MDS/OASIS technical support. Monitors daily helpdesk ticket requests and provides first-level and second-level problem resolution to health care providers and state staff regarding issues related to systems including, but not limited to, ASPEN, iQIES, and the CASPER Reporting system. Processes and maintains requests for user-id and password assistance related to these systems. Supports the State's MDS RAI Coordinator and the State's OASIS Education Coordinator by assisting with the development of educational materials, including, but not limited to, PowerPoint presentations, Frequently Asked Question documents, video presentations, and webcasts. Develops, maintains and provides training to District Office staff statewide on accessing and using the applications, and accessing and interpreting reports generated from data obtained through systems, including but not limited to, iQIES and CASPER. Performs tests on the federally required software prior to release to the field. Assists users in the installation and troubleshooting of software.

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- 25% Identifies, analyzes, and assesses the data processing needs of staff and managers related to the survey and reporting processes for the monitoring of health care facilities. Serves as the primary contact for HHA's, SNFs, provider organizations, and other facilities regarding inquiries and requests for technical assistance to ensure compliance with Federal OASIS and MDS regulatory requirements. Proposes technical solutions to ensure accuracy of data. Develops, tests, implements, and maintains various personal computer, network applications, and systems, which support or enhance health care facility monitoring activities. Supports systems and applications that include, ASPEN, iQIES, CASPER, and all reports associated with these applications. Creates business re-engineering documentation and recommends process changes to the customer, manager, and/or management to improve efficiency and optimize the use of automation. Develops, documents, and maintains detailed system documentation that includes but is not limited to program specifications, technical specifications, database diagrams, process flow diagrams, workflow diagrams, and program logic. Participates in meetings, in coordination, and/or facilitation to develop, organize, schedule, and conduct Joint Application Development (JAD) sessions. Identifies business processes, requirements, and system functional requirements and constraints. Collaborates with all areas of information technology (IT) and users to complete the Software Development Life Cycle and/or project-related tasks, including identifying IT solutions and resolving implementation issues.
- 25% Performs studies and research analysis related to technology projects; provides IT consultation in support of business programs; coordinates and consults with users, administrators, and engineers to identify business and technical requirements; develops and sustains cooperative working relationships with project stakeholders; identifies infrastructure system requirements and recommends technology standards and methods to support organizational needs. Conducts research and performs analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoots, tracks, and conducts root cause analysis of system/database/operational issues. Acts in a leadership role and demonstrates technical versatility for lower-level staff aligning with technological modernization strategies in support of CDPH programs.
- 10% Provides instructional design and effective use of state and federal application systems and system changes to develop staff training programs. Coordinates and consults with users, administrators, and engineers to identify business and technical requirements for proposed system modifications or technology requirements. Assesses identified training needs, evaluates instructional objectives and course content, and matches appropriate instructional delivery options maximizing mastery of subject matter and/or skill development. Evaluates a variety of graphic software and applications and recommends the most suitable application for specific instructional projects. Develops and presents instructional support materials to incorporate adult learning principles and measurement protocols to identify effectiveness of instruction materials, while ensuring multimedia systems and curricula meets CDPH and training guidelines, standards, and specifications. Develops and presents technical materials such as job aids, workbooks, student guides, and instructor support materials for specific state and federal computer applications.

10% Accesses federal automated systems to download data for analysis by appropriate staff. Creates customized reports using software that includes but not limited to Microsoft Access, Standard Query Language, Crystal Reports, Microsoft Excel, or other specialized query software to identify issues and recommend interventions contributing to the continuous improvement, enhancements, and reliability of OASIS/MDS data. Purposes incorporating findings into Title XVIII (Medicare) and Title XIX (Medi-Cal) survey activities. Analyzes and recommends changes in existing data download, works with district office staff and research staff to create reports used to manage district office operations. Performs database development as necessary by converting existing databases or creating new databases as requested by both staff and management. Participates and collaborates on special projects as assigned to support team goals and objectives.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
 Approved By: D.S.
 Date: 3/19/25