

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Analyst	DISTRICT/DIVISION/OFFICE Office of Transactions Services/Staff Central	
WORKING TITLE HR Systems Functional Analyst	POSITION NUMBER 702-008-5157-XXX	EFFECTIVE 04/2014

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. You take the necessary precautions to safeguard the confidentiality of records containing personal information to which you have access. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT: Under the general direction of a Staff Services Manager I, the Staff Services Analyst performs administrative and analytical support of Caltrans Human Resources (HR) Information System (Staff Central) and its client departments. Staff Central is an on line, web based real time interactive system. Incumbent provides functional analytical support of PeopleSoft. The incumbent assists in providing functional design specification development, problem resolution, acceptance testing, and end user support for Staff Central. The incumbent is the primary coil tact for Staff Central users within Human Resources and within the client community. The incumbent assists in providing functional specification development and problem resolution for PeopleSoft HR, Time and Labor, Workers Compensation, Certification and Licensing, Leave Accounting, Training, Administration, Reasonable Accommodation and Visa 1-9 modules

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
30% (E)	Under the guidance of the Staff Services Manager I, serves as a technical resource to Staff Central clients. Provides technical and user support to the Staff Central Helpdesk by answering questions and assisting in troubleshooting problems encountered by clients. Provides information to clients regarding the staff Central system processes and procedures via formal/informal training, job aids and user group communications. Works with IT staff to analyze and resolve data and application problems by assisting in designing, developing, and writing business functional specifications for system programming staff used to make changes and enhancements to the Staff Central system.
30% (E)	Under the guidance of Staff Services Manager I, performs analysis of, and advises Staff Central technical staff personnel policies and procedures relating to the States personnel management program. Consults with Labor Relations Office and Human Resources on personnel policies, standards~ rules and procedures as they apply to the Staff Central application. Provides advice and consultation to Staff Central technical staff on interpretation

and application of Collective Bargaining Agreements, California civil service laws, rules, policies and procedures. Acts as a liaison between Staff Central technical~ staff and control agencies when clients question processes. Designs, develops and writes business specifications to make changes and enhancements in complying with personnel laws, rules~ regulations and collective bargaining agreements.

- 20% (E) Acts as Business Analyst for new enhancements, upgrades and functionality. Assists in coordinating planning sessions with technical staff, clients and other interested parties, for development of enhancements. Assists in developing and designing functional specifications, analyzing and resolving software defects and provides technical and end-user support for the Staff Central application and the Human Resources interfaces. (State Controllers' Office California Leave Accounting Systems (CLAS)~ Personnel and Payroll Services Sections, the Department of Consumer Affairs, Caltrans Safety Information Management System (SIMS) by working with clients to develop requirements, testing system modifications, delivering training and serving in an ongoing support role. Plans, performs and documents user acceptance testing of Staff Central application software enhancements and the Human Resources interfaces by identifying the current business process, the software modification needed, test dependencies and/or constraints and the proposed processing logic to achieve the desired result.
- 10% (M) Conducts training to client staff on the use of the Staff Central system and its various personnel applications. Assists in designing, developing and conducting training classes. Provides consulting services to all clients, which includes assisting" clients with needs assessment and implementation of Staff Central. Prepares tutorials/manuals, technical bulletins and procedures for Staff Central. Updates Staff Central training material and job aids when system changes are
- 10% (M) Performs administrative tasks in support of Staff Central. Plans, organizes, and directs the ongoing use of this system. Initiates contact with Staff Central clients. Conducts client orientations, presentations, and demonstrations. Advise clients on system benefits to their department.

¹ ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

SUPERVISION EXERCISED OVER OTHERS

None

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of information technology and Human Resources Information Systems (i.e.: payroll, timekeeping, leave accounting, Worker's Compensation and licensing and certification processes) specifically in the translation of personnel processes to programming specifications. Knowledge of the laws, regulations, Memorandum of Understandings, policies and procedures that govern payroll, timekeeping, appointments, leave accounting and Workers' Compensation processes including Fair Labor and Standards Act, leave entitlements including Family and Medical Leave Act, pay cycles and special pay provisions. Knowledge of Caltrans legacy systems (TRS, PERMIS), Caltrans web-based Human

Resources systems, Caltrans Integrated Maintenance Management System (IMMS) and State Controller's Office payroll and leave accounting systems. Knowledge of generally accepted information technology concepts, practices; methods, and principles. Familiarity with how the Human Resources systems interact with accounting systems. Familiarity with the characteristics of operating systems and a general understanding of principal networking concepts and protocols. Familiarity with general security concerns and organization security structure. Ability to communicate all of the foregoing verbally and in writing, and conduct training for impacted staff. Ability to express ideas and present information clearly and logically, both verbally and in writing. Ability to analyze problems, develop alternatives and work with different interest groups to reach consensus. Ability to interpret and apply laws, rules, policies and procedures. Ability to reason logically and use analytical techniques to solve moderate to difficult Human Resources Systems issues. Ability to analyze and resolve complaints. Ability to maintain the confidence and cooperation of others.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Improper direction and recommendations could severely impact managers' and supervisors' ability to discipline employees. This could result in loss of management's confidence in the disciplinary process and result in severe financial liability to the state. Poor decisions could also affect the Department's ability to pursue effective negotiations with labor unions concerning the resolution of disciplinary and non-disciplinary personnel actions and diminish the Department's reputation with the State Personnel Board and the Department of Personnel Administration.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Contacts include staff of the Human Resources Office (personnel specialists, analysts, and managers), Labor Relations staff, technical information Technology staff (programmers and managers), Accounting staff: control agency staff (i.e., DPA and SCO) and contractor staff assigned to the automation project. The incumbent will promptly and accurately respond to internal clients regarding human resources systems issues, and demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations. .

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material from one location to another. Employee will be required occasionally to bend, stoop, or kneel; to pull or push objects; to grasp objects; to stand for long periods of time; and to twist the body or neck in a sideways motion either seated or standing. Employee must have the ability to multi-task, adept to changes in priorities, and complete tasks or projects with short notice. Employee must sustain mental activity needed for reviewing material, auditing, testing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; resolve emotionally charged issues

reasonably and diplomatically; consider and respond appropriately to the needs, feelings; and capabilities of different people in different situations; and be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Employees may be required to travel throughout the state to assist a Staff Services Manager I with interviewing staff, gathering information, and making presentations to managers and supervisors. I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee Name (please print)

Employee signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Name (please print)

Supervisor signature

Date