

Private and Confidential

San Benito County Health and
Human Services Agency
Eligibility Division System
Support Analyst
Classification Study

SUBMITTED BY:

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I. Background/Introduction

San Benito County's Eligibility Division requested CPS HR Consulting, Merit System Services (CPS HR - MSS) to review one System Support Analyst position to determine if assigned duties and responsibilities being performed are appropriate for the classification.

II. Overview/Status of Study Tasks

In conducting the classification study, CPS HR - MSS:

1. Received and reviewed the Position Description Questionnaire (PDQ) completed by the study incumbent, XXX, and reviewed by the incumbent's supervisor, Deputy Director Belton.
2. Conducted a comparator interview with the Senior System Support Analyst in Imperial County's DSS. This is a recognized classification study technique. It was used to gather comparator information for consideration in conducting this study. *(completed)*
3. Conducted a detailed analysis of the PDQ completed by the current incumbent, dated May 16, 2017. This PDQ was reviewed and approved by Deputy Director Belton on May 16, 2017. See Appendix A for copy of XXX PDQ. *(completed)*.
4. Conducted a brief introduction and kick-off call with Deputy Director Belton to discuss salient points in XXX's PDQ. The information provided context of the work environment for her and XXX. In addition, shared that CPS HR- MSS was using a classification technique to gather comparator job information for a Senior System Support Analyst position in Imperial County's DSS. Reaffirmed that with respect to the position's assigned duties and responsibilities, CPS HR - MSS was asked to analyze them and determine if System Support Analyst was the best fit, or if another classification was more appropriate. *(completed)*.
5. Conducted a job audit interview with XXX to gain a comprehensive understanding of her PDQ input and overall work performed. *(completed)*.
6. Received sample copies of work products and descriptions from XXX. Reviewed and culled salient points to consider in this study. See Appendix B for list of examples received. *(completed)*
7. Per above activities, CPS HR - MSS identified, analyzed and synthesized study information gathered, to identify the critical duties, and essential functions and responsibilities of the study position. These findings were objectively reviewed and compared to the critical duties and responsibilities included in MSS' System Support Analyst, Senior System Support Analyst and Staff Services Manager classification specifications. This served the assigned MSS Consultant as the

foundation for preparing this study's classification allocation recommendation for this position. See Appendix C for class specifications. *(completed)*.

8. Analyzed all information gathered via the above activities to identify the scope and level of work performed by XXX. Compared the scope of XXX's position with the comparator's Senior System Support Analyst position. Purpose of this review was to identify salient points for consideration in this study. For example, made observations about work that appears comparable, or not comparable. See Appendix D for side-by-side comparison details. *(completed)*
9. Developed a Draft Classification Study Report for the Eligibility Division's Deputy Director's review. *(completed)*.

III. Analysis – Current Class Concepts

In determining the appropriate classification for the System Support Analyst position encompassed in this study, CPS HR - MSS considered the incumbent's current classification of System Support Analyst; as well as, Senior System Support Analyst, and Staff Services Manager classifications.

Consistent with established position classification best practices, the key resources utilized in this study were the official MSS class specification for the System Support Analyst; as well as, Senior System Support Analyst, and Staff Services Manager classifications. Using the classification specifications, the following critical characteristics were collected for each class:

System Support Analyst

The System Support Analyst is a full journey level classification. Incumbents are required to apply extensive knowledge of multiple public assistance and/or child welfare programs, automated public assistance and/or child welfare systems, computer hardware equipment and software applications. The System Support Analyst may provide functional direction to eligibility or social services staff and fiscal staff for duties related to the help desk function. System Support Analysts perform system support services such as:

- A. Provides help desk services such as answers user questions, or issues help tickets to acknowledge receipt of a problem, track progress, and advise requester when problem is resolved;
- B. Analyzes, investigates, and resolves computer-related problems;
- C. Works on system improvements and modifications;
- D. Provides training and instruction to users of numerous systems supported and maintained to assist with, and deliver automated public assistance services;

- E. Interfaces with, and coordinates with the state central staff to aid in resolution of issues and problems; new revisions and/or modifications initiated at the state level; or from the County

Senior System Support Analyst

The Senior System Support Analyst is defined as a supervisory/lead classification. Its definition also specifies it is a system support expert responsible for resolving the most complex issues and problems affecting mission critical systems, and/or the day-to-day operations of systems used to deliver the County's public assistance and child welfare services. Senior System Support Analysts:

- A. Plan, direct, evaluate, and participate in the work of a unit of employees responsible for providing support to users of statewide public assistance and child welfare automated systems. Provide direction and instruction to system support staff for all support services provided to system users, statewide IT/Systems partners; and County executive team stakeholders;
- B. Act as technical project manager on changes affecting statewide automated systems
Oversee and monitor system improvements or modifications;
- C. Represent his/her County's interest in reviews of upcoming system changes (Management Change Requests from the state and/or All County Letters). Act as the project manager, for example identifies necessary changes to the system, develops a project work plan; identifies target dates/due dates; makes staff assignments and monitors and oversees progress; maintains ongoing communications with stakeholders regarding progress until successful implementation of changes is completed;
- D. Keep his/her County public assistance stakeholders and all potentially affected users updated regarding planned system changes and how they may be affected, or unplanned system issues/problems/outages and actions identified to mitigate them;
- E. Act as the primary point-of-contact (POC) for coordination with state staff supporting mission critical statewide public assistance systems such as C-IV;
- F. Apply extensive knowledge of multiple public assistance programs and automated systems; and/or child welfare services programs and automated systems; and computer hardware equipment and software applications.

Staff Services Manager

This is the highly advanced/management-level class in the professional Staff Services series. These management positions manage and administer one or more department-wide staff services functions; plan, organize, direct, and control functional activities pertaining to:

- A. General staff services functions, which rely upon use of highly complex analytical problem solving. For example, in a management analysis function over complex analytical studies using sophisticated survey and focus group study techniques to gather data and information; use of complex statistical methods for analysis of large volumes of data and information, and to synthesize statistical findings to develop recommend solutions based upon analysis results;

- B. Fiscal programs. E.g., a department's budget manager over all aspect of development of, implementing, administering and monitoring budget activities and expenditures; and/or
- C. Personnel services, e.g., head of human resources including all facets of personnel management and labor relations.

In an expert manner, Staff Services Managers perform highly advanced and complex analytical duties in support of the assigned function(s); and perform related duties as assigned. Positions are primarily characterized by their functional management responsibilities over an administrative area and providing subject-matter expertise based upon highly specialized knowledge, skills and abilities.

IV. Recommended Position Allocation

This section of the report includes a detailed analysis and write up for the position included within this report.

■ Incumbent:	XXX
■ Current Classification:	System Support Analyst
■ Recommended Classification:	Senior System Support Analyst

Discussion:

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following summarizes the essential duties and responsibilities performed by the study position:

30% Acts as main resource person for department automated welfare systems and county systems and liaison between vendors, technical support and departments to resolve system and network problems, coordinates and implements corrective measures to resolve automated welfare systems problems.

32% Supervises a unit of employees responsible for providing support to users of a statewide automated system and all related systems and provides direction, and answers questions from system support staff and resolves more complex system issues. Organize work, set priorities, meets critical deadlines and follows up on assignments with minimum direction.

12% Acts as the primary point-of-contact with state IT experts regarding all system support matters pertaining to their mission critical public assistance and child welfare systems including, but not limited to resolution of help tickets, and acts as the project manager for all system support changes, upgrades, modifications and revisions requested by the state; or for changes initiated by the county.

CONSIDERATION OF OTHER CLASSIFICATIONS:

1. **System Support Analyst:** The study positions responsibility for a significant amount of supervision over assigned staff and systems support services does not support this position being classified at this level;
2. **Senior System Support Analyst:** It appears the position merits allocation to this level based upon the determination that the incumbent spends a preponderant amount of time (about 70%+) performin

3. **Senior System Support Analyst:** It appears the position merits allocation to this level based upon the determination that the incumbent spends a preponderant amount of time (about 70%+) performing:

- Staff supervision responsibilities; and
- Activities pertaining to monitoring, overseeing, and effectively managing system support activities for the Public Assistance Divisions', and the County's mission critical public assistance and child welfare automated service delivery systems; and
- Performing as the Public Assistance Divisions' and the County's expert and acting as a Project Manager for maintaining; revising; modifying; and troubleshooting all mission critical systems.

4. **Staff Services Manager:** Per the above discussion of the critical classification considerations, this is not a fit. For example, the nature of system support, and the line program eligibility application activities performed by assigned staff do not fit with the level and scope of responsibilities appropriate for Staff Services Manager.

COMPARATOR POSITION OBSERVATIONS: A key element of this study is the use of a comparator position, which is a Senior System Support Analyst in Imperial County's Department of Social Services. We acknowledge and appreciate the assistance graciously provided by Imperial County. A critical step in this study was to review the comparator's input with the job audit interview input, PDQ, and work examples from the San Benito study position. Below is a discussion of study observations where the study position and the comparator are similar; and areas where the positions are dissimilar.

1. Both positions are performing as supervisors, and responsible for performing a full range of supervisory roles and responsibilities; e.g., oversee recruitment, selection and hiring of new employees; evaluate employees' job performance; review and approve leave usage requests; and receive, prioritize, assign and monitor job assignments;
2. The study incumbent's position encompasses the following essential functions which are encompassed in the Senior System Support Analyst classification specification:

"Providing direction and instruction to system support staff in all statewide applications (both public assistance and child welfare), resolving the more complex system related problems that cannot be resolved by the System Support Analysts, coordinating with the state and county central IT on all departmental information system needs, and acting as technical project manager on changes affecting statewide automated systems."

3. The study position is performing nearly all the same essential functions that the comparator identified;
4. Both positions are responsible for all aspects of systems support activities for all the public assistance and child welfare systems used by their respective counties. These are mission critical systems used to deliver public assistance and child welfare services. In addition, both are responsible for overseeing, monitoring and managing the day-to-day performance of these systems; and for maintaining effective help desk functions to resolve user reported issues and problems;
5. Both the comparator and the study position serve as the primary point of contacts for their respective counties for interactions with the statewide level. In this capacity, they oversee, monitor and act as project managers for changes to statewide public assistance systems. These are changes initiated either by the state or by ones initiated by their respective agency directors;
6. Both positions serve as the contact to their management staff and all potentially affected users for timely information and mitigation considerations regarding system matters such as planned and unplanned system(s) outages, modifications and revisions affecting system availability; connectivity issues affecting web based applications; and telephony service issues;

OBSERVED EXCEPTIONS TO COMPARATOR POSITION: The following are exceptions identified that apply to the study position.

1. **Supervision exercised:** According to input from Deputy Director Belton and study position incumbent XXX, the incumbent occupies a unique supervisory position. The study position's supervisory responsibilities include responsibility for supervision of two distinct areas discussed below. This is unique in that the incumbent has supervision over: *i.*) All systems support services; and *ii.*) A purely line program function.

The study System Support Analyst supervises a staff of 4 employees. They are classified as follows:

- One (1) Information System Technician (IST): This is a technical classification.

The IST class specification includes most of the system support services activities assigned to this position. The incumbent is in the learning mode and being assigned ever increasingly difficult technical systems support services work. For example; less difficult help ticket processing; non-complex support issues and problems such as individual PC issues; limited system problems; including basic issue/problem analysis; and is learning the full range of system support functions. NOTE: The study incumbent stated the Deputy Director concurs with plans to reclassify this position to a Systems Support Analyst when the incumbent becomes eligible;

- Three (3) Screeners – This is a clerical classification. Incumbents perform clerical eligibility application related activities for all eligibility programs. They do not perform systems support services.

It was understood that no other supervisory staff were available, and because XXX has extensive eligibility program expertise and leadership skills, she was assigned to supervise these employees; and

- One (1) Services Support Assistant performing the function of the MEDS Clerk. It was understood XXX is the County MEDS Coordinator therefore it is appropriate for her to provide oversight and supervision over the staff who responsible for all MEDS transactions.

The supervision of Screeners is not a typical function of a Senior System Support Analyst and is inconsistent with the nature of the classification; unless these positions are responsible for providing support to users of statewide automated systems. The Deputy Director, Ms. Belton explained that the study incumbent, XXX, has applicable line program experience and there was a need for a supervisor over these Screeners; therefore, XXX was assigned as their supervisor. When the study position becomes vacant, CPS HR recommends that the supervision of the Screeners and Service Support Assistant be reassigned.

2. **Total systems user population comparison:** The number of employees/users serviced by the System Support Analyst in San Benito totals about 117. The comparator position supports about 550+ users. Although the San Benito County employee/user population is smaller than the comparator's, population size is not most critical. The most critical consideration is that the system support service demands, needs, and systems supported are comparable in scope, complexity, and sensitivity.
3. **Supervision received is similar:** The study position is similar to that of the comparator. The study incumbent, XXX, is a direct report to the Deputy Director of the Eligibility Division, who reports to the Director of Health and Human Services. The comparator reports to the Deputy Director, Administration, who in turn reports to the DSS Director. Both the comparator and study position are buffered by a deputy director level. Both deputy directors are responsible for addressing and resolving issues arising in their division including ones pertaining to system support problems;
4. **Allocation to the Senior System Support Analyst level:** The study incumbent's position supports allocation to the Senior System Support analyst level because of the following observations, which are all consistent with the Senior System Support Analyst specification:
 - The incumbent shoulders most of the workload for the efficient and uninterrupted operations of all the systems that support the County's Public Assistance programs. This in-line with the Senior System Support Analyst provisions for being expert and responsible for resolving the county's most significant and complex systems issues and problems;

- The incumbent performs supervisory functions, such as supervising staff, overseeing and managing system support services assignments and workload, identifying and ensuring necessary training needs are met; and approval of all leave request;
- While there are no System Support Analysts reporting to the study incumbent, a review of the IST Specification indicates such classes perform a full range of technical system support activities, including analysis and resolution of issues and problems;
- The reality of the study incumbent having to rely upon a “trainee” assisting her appears to amplify the premium placed upon her systems support services expertise. Again, the incumbent shoulders most of the workload for the efficient and uninterrupted operations of all the systems that support the County’s Public Assistance programs. This in-line with the Senior System Support Analyst provisions for being expert and responsible for resolving the county’s most significant and complex systems issues and problems.

Recommendation:

An allocation to Senior System Support Analyst is recommended based upon the above observations, the supervision and performance of significant system support responsibilities occupy a preponderant amount of time for the study position (about 70%+).

V. Next Steps

Should you have questions or concerns, please feel free to contact Jill Engelmann at (916) 471-3433 or email jengelmann@cpshr.us at any time.

Appendix A – Position Description Questionnaire

Merit System Services



POSITION DESCRIPTION QUESTIONNAIRE

Name:	Work Phone Number: 831-630-5126
Current Classification Title: System Support Analyst	Length of Time in Current Position: 3 yrs. 8 mos.
Regular Days of Week Worked: Monday - Friday	Location: 1111 San Felipe Rd. Ste. 206, Hollister, CA 95023
Regular Start and End Times of Work Day: 8:00am – 5:00pm	Supervisor's Name and Title: Tracey Belton Deputy Director of Eligibility

EMPLOYEE'S STATEMENT

JOB SUMMARY

- In three to five sentences, briefly describe the **major** purpose(s) and/or function(s) of your job.

For example:

One of the main purposes of the position is to review civil engineering plans for commercial development. Another is to generate plans for capital improvement, which includes survey work, engineering design, plan drafting and costing.

Serve as the primary resource person for users of the Statewide automated welfare systems and act as first level support for the county systems within the Health and Human Services Agency; analyze and investigate problems with several different operating systems and numerous software applications to resolve problems; ensure that computer equipment is working properly for staff to do their jobs in the most efficient manner. Apply social service program knowledge; provide system training; provide technical assistance and guidance to the department and staff. Review, analyze, attend meetings and make recommendations on system change requests for automated welfare system changes. Interpret Federal, State and County regulations and policies to determine impact to the system and users; convert technical information into user-friendly language, verbally and in writing. Order computer related equipment and maintain inventory records: improve and modify systems; coordinate with Information Technology, C-IV Service Desk and outside vendors for repair or replacement of equipment. Supervise technical staff and support staff. Assign, schedule and review work of subordinate staff as well as evaluate work performance of subordinate staff.

ESSENTIAL FUNCTIONS: DUTIES AND RESPONSIBILITIES

- Indicate in the following section and duties or responsibilities that are not currently reflected in your classification specification.**

Avoid abbreviated, vague, or abstract words, such as "assists," "handles," "keeps," or "prepares," unless you describe how you assist, what you prepare, etc. Be specific.

For example:

DO THIS!

- Receives, opens, time stamps, and distributes incoming mail
- Calculates, verifies, and posts billing amounts
- Maintains accurate records on the flow of input information, output records, machine operations, operator assignments, and staff time

DON'T DO THIS

- Assists in handling mail
- Prepares final billings
- Keeps records

Merit System Services
Position Description Questionnaire

ESSENTIAL JOB FUNCTIONS

List any essential job functions you perform, **that are not currently in your classification specification**, in order of their importance. Typically, most jobs have 8 to 10 essential job functions that are the most critical.

FREQUENCY Provide the approximate percent of time you spend on each essential duty.
IMPORTANCE 1 = MINOR 2 = AVERAGE 3 = CRITICAL

	Essential Functions	Frequency (% of time)	Importance
2.1	Act as main resource person for department automated welfare systems and county systems. Ensure staff is prepared for system changes timely and accurately. Provide assistance and training for staff as needed. Maintain essential reference material and resources. Create and maintain user registration and profiles.	15%	3
2.2	Act as liaison between vendors, technical support and departments to resolve system and network problems, coordinate and implement corrective measures. Analyze automated welfare systems problems to determine the nature (network, hardware, software, user error).	15%	3
2.3	Supervise a unit of employees responsible for providing support to users of a statewide automated system and all related systems. Assign, schedule and review the work of subordinate staff. Evaluate work performance of subordinate staff.	15%	3
2.4	Provide direction and answer questions from system support staff and resolve more complex system issues that cannot be resolved by system support staff.	15%	3
2.5	Act as Primary Point of Contact for the county to receive from, provide to and disseminate information regarding the C-IV Project.	10%	3
2.6	Submit problem tickets for the automated welfare system and child welfare system after researching, to the C-IV Service Desk, CWS/CMS Customer Support Center and Covered CA Service Desk for resolution, making sure the tickets are categorized correctly.	8%	3
2.7	Consult with and advise staff on technical problems, county policies and procedures that impact operation of the computer. Solve system problems using available resources such as data processing or improved manual methods. Research available regulations, procedures and technical material to diagnose remedies.	8%	3
2.8	Relocate computers and printers with network connectivity knowledge.	2%	3
2.9	Act as main resource person for the department telephone service. Report problems, request to add features and request to add lines through the county designated ATT Representative and Customer Support.	2%	3
2.10	Organize work, set priorities, meet critical deadlines and follow up on assignments with minimum direction.	2%	3
2.11	Act as main Help Desk person for Child Welfare System by diagnosing and resolving problems related to program equipment. Coordinate with the CWS/CMS Customer Support Center to resolve problems.	2%	2
2.12	Research prices for computer equipment and accessories. Request quotations and prepare purchase requisitions.	2%	2

Merit System Services Position Description Questionnaire			
2.13	Maintain confidentiality of information, authorize system users, monitor and enforce security procedures.	2%	2
2.14	Surplus computer related equipment following procedures.	2%	1

3. **Special tasks or other important duties:** List other tasks/duties not listed in Section 2 you perform occasionally as part of your job, **and which are not currently in your classification specification**. If you need more space, attach additional pages.

Task / Duty		Frequency	List Estimated Time Spent in Hours/Week or Days/Month
3.1	Assess, plan and coordinate installation of computer equipment for new sites in the county.	As needed	4 days a year
3.2	Attend supervisors meetings to review automated welfare system processes and issues.	Bi-monthly	4 hours a month
3.3	Meet with Deputy Directors to advise, prepare for and review technological needs for budget year.	Annually	3 days a year
3.4	Participate in testing automated welfare system changes when requested. Work with the Consortium staff to test essential changes in the system prior to implementation.	As needed	6 days a year
3.5	Write and submit Advanced Planning Documents to the State for approval for purchasing computer related equipment.	As needed	6 days a year
3.6	Attend Help Desk meetings with other counties and Statewide Automated Welfare System staff to discuss system changes and issues.	Quarterly	4 days a year

4. **Tasks/duties added to the job in the last year:** List any task or duty from Sections 2 or 3 that have been added to your job within the last year.

2.5	2.6					

KNOWLEDGE / SKILLS / ABILITIES

5. **List any types of knowledge, skills and abilities your job requires that are not currently reflected on your classification specification.** (For example, if you were recruiting to fill jobs identical to yours, what knowledge, skills and abilities would you expect a job applicant to have to be competent on the first day on the job?)

a. Knowledge of:

Legislation, regulations, and procedures related to multiple public assistance programs, including benefit determination and calculation. Work methods and techniques employed by eligibility staff, including documentation and reporting requirements. Departmental goals and program objectives. Terminology relating to computer software, hardware and peripheral equipment. Methods of system diagnostics, error research and trouble shooting. Training methods and techniques. Standard personal computer operating system software.

<p align="center">Merit System Services Position Description Questionnaire</p>
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b. Skill in:

Analyzing user problems, evaluating alternatives and reaching sound conclusions. Installing, maintaining and operating personal computers and peripheral equipment. Preparing effective user instructions, documentation and other written materials. Understanding and explaining complex procedures and instructions. Communicating clearly and concisely, verbally and in writing. Organizing and prioritizing work and meeting critical deadlines.
--

6. List any licenses, registrations, or certificates are required by your job that are not currently in your classification specification.

License or Certificate	Required by:	
	Law	Employer
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Merit System Services
Position Description Questionnaire

EMPLOYEE STATEMENT CONCLUSION

7. If there are other aspects of your job not covered in this questionnaire that are important in understanding your job content please describe below.

Incumbent's Signature	<u>5.16.17</u> Date	<u>831-630-5126</u> Work Phone #
<u></u> Name (Please print)		<u>System Support Analyst</u> Title

Thank you for your cooperation and time spent completing this questionnaire!

Merit System Services
Position Description Questionnaire

IMMEDIATE SUPERVISOR'S STATEMENT

Review this employee's questionnaire carefully to see that it is accurate and complete. Then fill out Items 1-5 below. Do not fill in these items unless you supervise the employee directly.

Your certification below means that you accept responsibility for the accuracy and completeness with which the entire questionnaire describes the duties and responsibility of the job. If the Employee's Statement does not express your view of the duties, responsibilities and essential functions that you have assigned the employee, please clarify or elaborate below. Please allow your employees to review your responses if they request to see them.

There are two essential cautions you should observe:

- Under no circumstances should you change or alter the employee's entries in Employee's Statement.
- Do not make any statements or comments about the employee's work performance, competence or qualifications. This questionnaire will be used to evaluate the duties that constitute the **position**, not the performance or qualifications of the **employee**.

1. Does the description of the job as given by the employee accurately reflect the tasks, duties and responsibilities that are actually required of this position? If not, please clarify.

Yes completely.

2. Do you agree with the other information given by the employee? If not, please clarify.

Yes

Tracey Belton 5-16-17

Supervisor's Signature
Tracey Belton

Date

Work Phone #
831-630-5146

Deputy Director

Name (Please print)

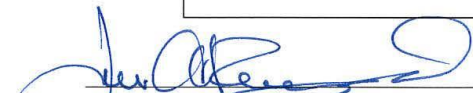
Title

Merit System Services
Position Description Questionnaire

DEPARTMENT HEAD REVIEW

Do you agree with the other information given by the employee and/or immediate supervisor? If not, please clarify:

YES


Department Head's Signature

5-16-17
Date

831-207-8958
Work Phone #

JAMES A RYDINGSWORD
Name (Please print)

HHA DIRECTOR
Title

Appendix B – List of Work Examples for the Study Position

FILES FROM XXX 06/30/2017

FILES NAMES	Description
CalHEERS eHIT Template 2007178 6.28.17	Template to provide the required information when reporting an eHIT issue to the CalHEERS Help Desk: Issue Summary – Added Pers #03 with application date 10/201/16
CalHEERS_eHIT_Template 42744	Requesting a magi determination on CalHEERS but I received an error message. I expected to be able to approve magi medical for this case. Received an error
Change Order Example	Work order for INTERNAL MOVE OF WORKSTATIONS
CIT 0032-17_SCR 5715_Update C-IV with SSApp Changes	C-IV Information Transmittal to all counties re: The purpose of this CIT is to provide counties an interim process for managing the Medi-Cal (MC) program when an individual with a gender other than female is reporting a pregnancy. This process applies to applications submitted through all access channels.
CIV Issue Central Print	During the 6/19/2017 batch window a batch process, which was waiting on an inbound file did not complete timely.
CRFI 17-011 County Option for Recovery Account Workload Assignment	C-IV user communiqué re: Background: SCR # 154 (currently aimed for Release 17.09 – September 25, 2017) will implement a new batch job to assign Recovery Accounts to County Collections staff based upon the County selection of one of the following assignment options... County Action Needed: Please respond on the attached spreadsheet with your County option for how the system should assign Recovery Account Workload to the Collections staff.
IN10845844	Help Ticket re CWS/CMS court documents not formatting correctly
Request Example	March 2017. Once the training is completed the workstations would need to be moved back to their original locations in Suite 202

RN 16 07 Draft	Example of ad hoc report
SCR 7951	Transmittal of case information where county to investigate cases where eligibility test may have failed.

Appendix C – Copies of Classification Specification Studied

System Support Analyst Specification

System Support Analyst

General Description

Under general supervision, the System Support Analyst serves as the main resource person for users of a statewide automated system and related systems which support public assistance and/or child welfare services; answers user questions; analyzes, investigates, and resolves computer-related problems; improves and modifies systems; provides training and instruction; coordinates with the state central help desk; and performs related work as required. The System Support Analyst is a full journey level classification. Incumbents are required to apply extensive knowledge of multiple public assistance and/or child welfare programs, automated public assistance and/or child welfare systems, computer hardware equipment and software applications. The System Support Analyst may provide functional direction to eligibility or social services staff and fiscal staff for duties related to the help desk function.

SUPERVISION EXERCISED AND RECEIVED

The System Support Analyst receives supervision from a higher-level supervisor or manager. The System Support Analyst may provide functional direction to eligibility, social services, fiscal, or other staff for duties related to the help desk function.

Minimum Qualifications

Two years of full-time experience that has included the use of a statewide automated system and related systems, which support either public assistance or child welfare programs (depending on option

recruited for). This experience must have provided the applicant with broad knowledge of the relevant programs and statewide automated system.

AND

Computer related education, training, or experience that provided knowledge of an operating system such as Windows and a major software application.

SPECIAL REQUIREMENT

Some positions may require the ability to lift up to 40 lbs.

Desired Qualifications Work Performed

Typical Duties:

Duties may include, but are not limited to, the following:

Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of a statewide automated system which supports public assistance or child welfare programs.

Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.

Troubleshoots and corrects problems with peripheral equipment such as printers and print servers. Researches regulations, procedures and/or technical reference materials as necessary.

Reviews upcoming changes to programs, regulations or system (All County Letters, Management

Change Requests), identifies impact on and necessary changes to the statewide automated system and provides recommendations.

Troubleshoots case problems and reviews change requests from staff, applies rules and regulations, determines if a change to the statewide automated system is required and provides recommendations. Develops workarounds when necessary.

Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.

Meets with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.

Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.

Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.

Coordinates with the state central help desk personnel to resolve problems. Documents and tracks system problems and writes reports on issues.

Stays abreast of the statewide automated system procedures, and prepares on-line bulletins to inform users of changes or additions. Writes or assists in writing and revising procedures, instructional materials and staff development tools for systems-related training.

Develops system training material for users, or recommends outside contractors to provide training. Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.

Develops and produces ad-hoc reports from the automated system in response to requests from departmental personnel.

Creates spreadsheets, templates, and/or forms to assist users.

Authorizes system access to new users, assigns users a profile and password. Relocates computer equipment and printers.

Maintains and installs personal computer software, such as word processing, email, spreadsheet, anti-virus software and provides training.

Confers with staff regarding system hardware and/or software needs, conducts research, recommends purchases, and completes necessary paperwork.

Performs quality review of staff cases to ensure compliance with regulations and/or full system utilization.

Performs related duties as assigned.

Employment Standards

Knowledge of:

Departmental goals and program objectives.

Statewide automated systems from a user perspective and general application. Terminology relating to computer software, hardware, and peripheral equipment. Methods of system diagnostics, error research and trouble-shooting.

Training methods and techniques. Public Assistance Services Option (In addition to the general KAs). Legislation, regulations, and procedures related to multiple public assistance programs and related case administration techniques.

Work methods and techniques employed by eligibility staff, including documentation and reporting requirements.

Statewide automated systems which support public assistance programs from a user perspective and general application. Child Welfare Services Option (in addition to the general KAs).

Legislation, regulations, and procedures related to multiple child welfare programs and related case administration techniques.

Work methods and techniques employed by social services staff, including documentation and reporting requirements.

Statewide automated systems which support child welfare programs from a user perspective and general application.

Ability to:

Evaluate and interpret automated information systems from a user perspective.

Identify, evaluate and research operational problems, make independent judgments and implement changes.

Troubleshoot system, hardware and software problems.

Gather information and analyze data to establish or identify needs and make recommendations for improvement. Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.

Understand, interpret and apply rules, regulations, ordinances and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.

Maintain records, document actions, prepare narratives and related reports.

Read and comprehend written material on a wide variety of technical subjects.

Organize, prioritize, schedule and coordinate work flow to meet production deadlines. Establish and maintain effective working relationships with all persons contacted during the course of work. Maintain confidentiality of information. Communicate effectively orally and in writing.

Senior System Support Analyst Specification

Senior System Support Analyst

General Description

Under general supervision, the Senior System Support Analyst plans, directs, evaluates, and participates in the work of a unit of employees responsible for providing support to users of statewide automated systems; answering user questions; analyzing, investigating, and resolving computer-related problems; improves and modifies systems; reviews upcoming system changes (Management Change Requests and/or All County Letters) and identifies necessary changes to the system; coordinates with the state central help desk; and performs related work as required. This is either the team leader/technical specialist or first-level supervisory class in the System Support Analyst series. Senior System Support Analysts have responsibility for one or both of the following:

Supervising a system support unit consisting of other analysts responsible for providing support to users of a statewide automated system in addition to System Support Analyst duties.

Providing direction and instruction to system support staff in all statewide applications (both public assistance and child welfare), resolving the more complex system related problems that can not be resolved by the System Support Analysts, coordinating with the state and county central IT on all departmental information system needs, and acting as technical project manager on changes affecting statewide automated systems.

Incumbents are required to apply extensive knowledge of multiple public assistance programs and automated systems; and/or child welfare services programs and automated systems; and computer hardware equipment and software applications.

The Senior Systems Support Analyst differs from the System Support Analyst in that incumbents in the latter class do not supervise or provide lead direction to technical staff and other analysts nor are they given responsibility for coordinating all department information system functions.

SUPERVISION EXERCISED AND RECEIVED

The Senior System Support Analyst receives supervision from a manager. The Senior System Support Analyst provides supervision or direction and instruction for System Support Analysts and support staff as assigned.

Minimum Qualifications

Two years of full-time experience performing duties of a System Support Analyst working with statewide public assistance or welfare programs.

SPECIAL REQUIREMENT

Some positions may require the ability to lift up to 40 lbs.

Desired Qualifications Work Performed

Typical Duties:

Duties may include, but are not limited to, the following:

Supervises and participates in the work of a unit of employees responsible for providing support to users of a statewide automated system and related systems answering user questions; and analyzing, investigating, and resolving computer-related problems.

Assigns, coordinates, schedules, and reviews the work of subordinate staff members; makes recommendations regarding the hiring and disciplining of staff.

Reviews upcoming changes to programs or regulations (Management Change Requests and All County Letters), identifies necessary changes to the statewide automated system and makes recommendation to management and the state. Acts as technical project manager on changes.

Receives requests for new or upgraded equipment, evaluates need, conducts research on the appropriate equipment to best meet the department needs and makes recommendations. Submits request to state for approval on state provided equipment. Submits request to the county for approval on purchases for non-state equipment.

Coordinates with county central information technology staff on departmental information systems needs and prioritizes requests.

Answers questions from system support staff and resolves the more complex system problems that cannot be resolved by system support staff.

Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.

Researches regulations, procedures and/or technical reference materials as necessary.

Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.

Meets with management and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.

Serves as facilitator between departmental staff and county central information technology staff in the development of new applications.

Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.

Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.

Coordinates with the state central help desk personnel to resolve problems.

Coordinates with state services to arrange for new outstations.

Documents and tracks system problems and writes reports on issues.

Stays abreast of the statewide automated system procedures, and prepares on-line bulletins to inform users of changes or additions. Writes and revises procedures, instructional materials and staff development tools for systems-related training.

Coordinates with systems support staff to develop and implement training on various software available to users, such as word processing, email, spreadsheet, and database applications.

Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.

Develops and produces a wide range of ad-hoc reports from the statewide automated system in response to requests from departmental personnel.

Authorizes system access to new users, assigns users a profile and password.

Performs related duties as assigned.

Employment Standards

Knowledge of:

Legislation, regulations, and procedures related to multiple public assistance programs and child welfare services programs.

Work methods and techniques employed by eligibility and/or social work staff, including documentation and reporting requirements.

Departmental goals and program objectives.

Statewide automated systems from a user perspective and general application.

Terminology relating to computer software, hardware, and peripheral equipment.

General knowledge of computer networks, operating systems, and peripherals.

Methods of system diagnostics, error research and trouble-shooting.

Principles of supervision, training and instructional methods and techniques.

Ability to:

Exercise sound judgment when organizing, directing, prioritizing and assigning unit activities.

Analyze and prioritize departmental information system needs and coordinate with appropriate staff or vendors.

Select, train, supervise, evaluate and discipline subordinate staff.

Evaluate and interpret automated information systems from a user perspective.

Identify, evaluate and research operational problems, make independent judgments and implement changes.

Troubleshoot system, hardware and software problems.

Gather information and analyze data to establish or identify needs and make recommendations for improvement.

Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.

Understand, interpret and apply rules, regulations, ordinances and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.

Maintain records, document actions, prepare narratives and related reports.

Read and comprehend written material on a wide variety of technical subjects.

Organize, prioritize, schedule and coordinate work flow to meet production deadlines.

Establish and maintain effective working relationships with all persons contacted during the course of work.

Maintain confidentiality of information.

Communicate effectively orally and in writing.

Other Information

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Staff Services Manager Specification

Staff Services Manager

General Description

Under general direction, the Staff Services Manager, manages, supervises and administers one or more department-wide staff services functions; plans, organizes, directs, and controls functional activities pertaining to general, fiscal, and/or personnel services; performs highly advanced and complex analytical duties in support of the assigned function(s); and performs related duties as assigned.

This is the highly advanced/management-level class in the professional Staff Services series. In a small department, incumbents may be responsible for managing and administering several staff services functions. In a larger department, incumbents are typically responsible for managing and administering a single, department-wide staff services function, depending on the size and scope of that function. In addition to managing and administering the assigned function(s), the incumbent also performs highly advanced and complex analytical work. Depending on the department the position may or may not supervise subordinate clerical, technical, and/or professional staff. Instead, positions are primarily characterized by their functional management responsibilities over an administrative area and providing subject-matter expertise based upon a highly specialized knowledge, skills and abilities.

The Staff Services Manager classification is distinguished from the Supervising Staff Services Analyst in that the latter is primarily a first level supervisor over a group of professional analyst staff.

The Staff Services Manager classification is distinguished from the class of Senior Staff Services Manager in that the latter describes a position that has a high level of responsibility for planning, organizing, directing, staffing and controlling the staff and/or operations for an assigned work unit through a subordinate professional staff; e.g., Staff Services Manager, Supervisory Staff Services Analyst.

The Staff Services Manager differs from child support or social service program manager classifications in that incumbents in the former manage administrative rather than program-related functions pertaining to employment, eligibility, social services, or child support.

Assignment as a Staff Services Manager can emphasize one the following options: personnel or fiscal analysis; or, incumbents may be assigned to perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility that include personnel and/or fiscal analysis. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted.

Pattern 1: One (1) year of full-time experience as a Supervising Staff Services Analyst;

OR

Pattern 2: Two (2) years of full-time experience as a Staff Services Analyst III;

OR

Pattern 3: Three (3) years of full-time experience as a Staff Services Analyst II;

OR

Pattern 4: Graduation from an accredited college or university with a bachelor's degree; AND Depending upon the option recruited for, four (4) years of full-time professional experience performing general administration, personnel, and/or fiscal work.

Substitution: Additional progressively responsible professional experience performing analytical duties (which require considerable independence performing, compiling, organizing and evaluating information and prepared reports) in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

Desired Qualifications

Work Performed

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Plans, directs, and manages the activities of a staff services functional area with department-wide scope and impact

Provides guidance and technical direction to management, supervisors, and subordinate staff; serves as a highly skilled subject matter expert in areas of assignment

Plans, directs, and manages the collection and analysis of data; makes recommendations on the formulation of policy and procedures, as well as staffing and organizational changes

Plans, directs, and manages the implementation of surveys; directs and/or performs research and statistical analysis on complex administrative, fiscal, personnel, and/or programmatic matters

Plans, directs, and manages the design, analysis, development, and implementation of new and revised programs, systems, software, procedures, methods of operation, and forms

Plans, directs, and manages the preparation of budgets, reports, manuals, and/or publications

Supervises the work of clerical, technical, and/or professional analyst staff; assigns work, establishes work priorities and performance standards, and provides feedback to subordinates

Conducts a variety of analytical and operational studies regarding departmental activities; evaluates alternatives, makes recommendations for improvement; and assists with the implementation of procedural, administrative, and/or operational changes after approval

Prepares narrative and statistical reports, correspondence, spreadsheets, and graphics

Assists in the management of the department by evaluating existing and proposed organization, policies and procedures; consulting with and advising department personnel; making recommendations and directing, reviewing, and evaluating the implementation of changes

Directs the maintenance of complete and accurate fiscal, personnel, payroll and related records, and ensures timely completion

Participates in the establishment of strategic short-term and long-range program planning

Coordinates, monitors, and directs the acquisition, allocation, and use of equipment, supplies, telecommunication systems, and forms, conducts research and develops procedures to improve efficiency and cost effectiveness; and monitors expenditures

Conducts studies, evaluates, and prepares reports on departmental and assigned division operations including procedures, systems, space requirements, organizational structure, expenditure of funds and types and effectiveness of equipment

Drafts, reviews, and analyzes existing and proposed policies, rules, regulations, legislation, and ordinances affecting unit area, recommends and implements changes as needed

Plans, directs, and manages activities to meet department-wide training and development needs

Plans, directs, and manages the development and/or coordination of resources for department-wide training and staff development including workshops, college coursework, training programs, and on-the- job training sessions

Evaluates department training needs, designs, and delivers in-service training, evaluates effectiveness

Coordinates department participation in countywide training program

Ensures effective coordination of assigned activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings; responds to the more sensitive and difficult complaints and requests for information

Interviews, selects, and makes hiring recommendations of assigned staff

Performs related duties as assigned

For Personnel Option (in addition to the general duties):

Serves as the personnel officer with department-wide responsibility for administering personnel and payroll functions

Plans, directs, and manages labor relations activities including handling grievances

Confers with employee representatives on matters of salary, labor practices, and working conditions

Plans, directs, manages, and performs investigations into a variety of employee and/or consumer complaints, which may include civil rights complaints

Participates in appropriate recruitment and selection programs

Performs a variety of recruitment efforts and advises departmental managers and supervisors on selection and placement of employees

Prepares forecasts of departmental staff needs and provides advice, direction, and information to department managers and supervisors on a variety of human resource related matters

Supervises the maintenance of personnel records, including hires, terminations, promotions, and other personnel data

Oversees the process and record keeping for Workers' Compensation claims

For Fiscal Option (in addition to the general duties):

Serves as the fiscal officer with department-wide responsibility for administering fiscal functions

Directs and oversees staff in performing various fiscal analyses, preparation of recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management

Plans, directs, manages, and participates in the development of the departmental budget including proper expenditure coding; analysis of estimates of expenditures; analysis and projections of revenue; review of intra-department requests and sub-budgets; recommendations on allocations of funds and personnel; review and consultation with department management staff; review with the County Executive's staff; final budget preparation and presentation

Develops policy and procedure recommendations for the preparation and maintenance of the department budget

Ensures revenues are maximized by ensuring proper use of time study codes, understanding the nature of allocations (i.e., capped vs. uncapped allocations, grant requirements, etc.)

Oversees the fiscal administration of specified grant-funded programs, including developing fiscal reporting systems, ensuring that funding requirements are met, and coordinating preparation and response to funding agency audits

Analyzes and evaluates requests from department personnel for changes in budget allocations throughout the fiscal year in such areas as staffing levels, facilities, systems, and equipment; coordinates and consults with other department personnel and other departments; and obtains final approval for changes

Monitors and evaluates departmental budgets, budget change proposals, and related expenditures and revenues; monitors expenditure of funds to ensure compliance with legal restrictions and conditions set by funding agency or control of expenditures within authorized budgets

Formulates or assists in formulating fiscal policy for the department in consultation with program administrators and other management staff. Leads or assists in planning, coordinating, and implementing fiscal goals, objectives, policies and procedures, and internal financial control systems within assigned department

Recommends strategies to maintain the fiscal integrity of the department

Oversees or participates in consulting, researching, negotiating, and monitoring contracts and agreements with outside suppliers, service providers, leasing agents, and others

EMPLOYMENT STANDARDS

Knowledge of:

Principles and practices of management in a public agency departmental setting

Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline

Principles of management analysis and organizational design necessary to formulate administrative policies and procedures

Basic county government rules and responsibilities and functions, terminology and practices of the department to which assigned

Principles of organization, administrative, and fiscal management

Principles of program planning and evaluation

Principles, problems, and methods of public and business administration, including organization, personnel, fiscal, management, and budgetary control

Data analysis and statistical representation techniques

Computer applications related to the work, including spreadsheets and basic methods of graphic presentation, word processing, and electronic mail

Techniques and methods of organizing and motivating groups

Principles and methods of strategic planning Governmental functions and organization Effective leadership and team building principles

Effective communication, facilitation methods, and aids used for training programs and presentations

Long range financial projecting and forecasting techniques and public financing methods

Ability to:

Plan, organize, direct, control, and review the work of staff and activities of a department-wide staff services function

Administer and perform highly complex activities associated with department-wide fiscal, personnel, or general analysis

Analyze data and present ideas and information effectively

Identify problems and central issues and develop workable solutions

Consult with and advise executive staff, managers, and supervisors on a wide variety of matters

Participate in strategic planning activities to recommend and implement organizational changes and improvements

Analyze complex organizational problems, evaluate and select alternatives, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives

Collect, analyze, interpret, and evaluate a variety of financial and statistical data and prepare persuasive verbal and written reports and recommendations

Analyze system requirements, design solutions and implement processes and communicate with users who have no technical data processing background

Analyze situations accurately and initiate appropriate action

Supervise subordinate staff, including planning, organizing, coordinating, and reviewing all work

Select, train, evaluate, and manage the performance of subordinate staff

Consult with and coordinate the administrative requirements of different department staff members

Effectively counsel employees on work errors or deficiencies and take appropriate disciplinary actions as necessary

Prepare clear, concise, accurate, and effective correspondence, presentations; financial, statistical, and narrative reports; policies, procedures, and other written materials

Speak effectively and convey ideas clearly while facilitating group discussions and training sessions

Understand, interpret, apply, and explain complex laws, rules, and regulations as they relate to assigned areas of responsibility

Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or making appropriate referral

Effectively represent the department to other departments and agencies and before public bodies; and to secure willing cooperation of operating officials in accepting and carrying out sound personnel management practices

Establish and maintain effective working relationships with a variety of department staff

Exercise judgment, tact, and diplomacy with a variety of political, social, economic groups in a variety of situations relative to a variety of issues

Work independently in identifying the need for and developing proposed changes to operating practices, programs, and policies

For Personnel Option (in addition to general KSAs)

Knowledge of:

Personnel management principles and techniques, including interviewing, selection, training, supervision, evaluation, motivation, discipline, and staff development

Principles and methods for investigating and resolving grievances and complaints

Principles and practices of public sector labor relations administration including interpretation and application of negotiated agreements, collective bargaining, employer-employee relations practices, meet and confer obligations, and progressive discipline

Principles and practices of public administration and human resources as applied to departmental administration, including payroll and personnel processing and basic labor relations concepts

For Fiscal Option (in addition to general KSAs): Knowledge of:

Advanced principles, methods, and procedures of budget preparation and control; general accounting principles

Financial statement preparation

Economic analysis and forecasting techniques

Methods and techniques of public financing

Principles and practices of auditing and reconciling financial documents and records related to the functions of the department to which assigned Principles and practices of governmental accounting, auditing, budget analysis, formulation and control, and complex financial systems development and operations

Principles and practices of various budgeting processes, including performance-based budgeting, zero-based budgeting, and incremental budgeting

Payroll systems and legal requirements

Automated systems and applications including word processing, spreadsheet and database applications

Principles and practices of budgeting and fiscal administration including financial and actuarial forecasting and financial analysis in a public agency

Ability to:

Manage and perform various aspects of budget analysis, preparation, and monitoring

Analyze and make effective recommendations regarding financial and accounting procedures

Develop, implement, and administer a multiple accounting control, fund disbursement, and fiscal reporting system

Develop, monitor, and implement a complex annual budget for a moderate-sized public agency, including policy development

Monitor proposed state and federal budgetary or legislative actions to identify potential impact to the department's fiscal condition

Plan and carry out various analytical studies in the area of budget administration and complete tasks that include high level inter-departmental coordination and cooperation

Recommend new and revised policies and procedures necessary for budget program administration

Screeners Specification

Screeners

General Description

Under limited supervision, the Screener assists applicants for public assistance programs; explains policies and procedures; gathers and verifies facts and information; initiates cases through an automated system; makes appropriate referrals for health, social and/or employment services; and performs related work as required.

The Screener is a specialized clerical classification. Incumbents in this class have primary responsibility for performing the application screening interview and related functions.

The Screener differs from the Office Assistant III, in that the latter may perform application screening interviews as a duty, while having primary responsibility for other advanced clerical functions. The Screener differs from the Eligibility Worker in that the Eligibility Worker classification determines initial and continuing eligibility, authorizes aid payments, initiates case changes, performs in-depth interactive interviewing, and applies extensive multiple aid program knowledge.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Screener classification receive supervision from an Eligibility Supervisor or other higher-level supervisor or manager. A Screener has no responsibility for directing or supervising others, and is responsible for own work only.

Minimum Qualifications

Two (2) years of full-time experience performing clerical office support duties, including one (1) year at the journey level. Experience must have included substantial public contact.

Desired Qualifications

Work Performed

Typical Duties:

Duties may include, but are not limited to, the following:

Provides general information, application forms, and declaration forms.

Explains policies, procedures, and requirements to applicants to apprise them of their rights and responsibilities.

Performs initial application interview for public assistance programs and services.

Ensures accuracy and completion of application and declaration forms.

Questions applicants to gather and verify information and enter information directly into an automated computer system.

Schedules applicant appointments with Eligibility Workers.

Refers applicants in need of immediate services to appropriate resources.

Performs additional tasks related to case records.

Performs related duties as assigned.

Employment Standards

Knowledge of:

Modern office practices, methods, and procedures.

General goals and purpose of public social services programs.

Computer terminology and computer keyboard arrangement.

Ability to:

Learn the basic principles of the department's automated systems.

Learn and apply the rules, regulations, policies, and procedures pertaining to initial application for public assistance.

Learn appropriate questioning content and techniques for interviewing applicants.

Enter data accurately into automated system.

Locate, identify, and correct inaccurate or incomplete information.

Answer a variety of questions related to department programs and the application process.

Make referrals to appropriate agencies and social service programs.

Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.

Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.

Establish and maintain cooperative working relationships with the public and staff.

Follow written and oral directions and instructions.

Other Information

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Appendix D – Side-by-Side Comparison of Study Position to Comparator Position

Comparison of San Benito Co. Study Position to Imperial Co. Comparator

Areas Explored	IMPERIAL Co. – Comparator	SAN BENITO Co. Systems Support Analyst's Job
Essential Job Functions?	<p>A. Managing and balancing analysts' assignments;</p> <p>B. Managing SSU program workload;</p> <p>C. Oversight of DSS'IT Network capacity and reliable connectivity performance. Network is comprised of two segments:</p> <ol style="list-style-type: none"> 1. A DSS network for C-IV Eligibility System, and CWS/CMS; and 2. Interface and connectivity with the Imperial County IT Department's Network; <p>D. Ensuring that his supervisor and as necessary the DSS Director; Deputy Directors; Program Managers and Supervisors are advised of details about any known and/or upcoming issues/activities that will be affecting a system supported by SSU e.g., C-IV Eligibility System; CWS/CMS or the email system;</p> <p>E. Ensuring that the IT systems and computers are up-to-date, e.g., is overseeing the</p>	<p>With exceptions noted herein, the essential duties and responsibilities performed by the System Support Analyst study position are comparable:</p> <p>Regarding Item E.: The number of users in DSS; and other non-DSS department programs serviced by the System Support Analyst in San Benito totals about 117. Although this population smaller than the Comparator's (approximately 550+ users) the salient consideration is their system support service demands; needs; and systems supported are comparable in scope, complexity; and sensitivity.</p> <p>Regarding Item H.: The comparator position oversees security camera system. No system was noted in San Benito. However, this appears to be a "de minimis" / non-significant factor in this comparison.</p>

	<p>“refresh”/replacement of 400 DSS network computers and peripheral equipment;</p> <p>F. Oversee DSS’ email system and its reliability;</p> <p>G. Oversees staff maintenance of servers for Internet; Intranet; Imaging; and DSS Public Web Site that the Sr. SS developed and implemented;</p> <p>H. Oversees Security Camera system operations, i.e., SSU implemented, troubleshoots and maintains this system;</p> <p>I. Manages and manages DSS’ Help Desk functions for receiving all requests; logging requests; maintaining a system which automatically issues Help Desk “Tickets” that are emailed to the requester with pertinent information such as acknowledgement of receipt; assignment of; and updates until problem is fixed, e.g., reported problems pertaining to ones of the system supported by SSU, e.g., C-IV Eligibility System; CWS/CMS or the email system; and</p> <p>J. Prepares all APD (Advance Planning Document) used to submit C-IV Eligibility System related funding requests to the California</p>	
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	K. Department of Social Services (CDSS)	
Supervision Exercised?	<p>The Senior System Support Analyst (Sr. SSA):</p> <p>A. Is the supervisor over the System Support Unit (SSU);</p> <p>B. SSU provides system support to all Divisions and programs within Imperial County's DSS;</p> <p>C. Supervises a staff of 5 employees comprised of:</p> <ol style="list-style-type: none"> 1. Four (4) Systems Support Analysts; and 2. One Office Assistant II; <p>D. Is a fully functioning supervisor performing the following:</p> <ol style="list-style-type: none"> 1. Recruits and hires employees; 2. Can separate employees for cause; 3. Approves all staff request for use of leave credits; 4. Approves all leaves of absence; 5. Receives SSU work requests; 6. Organizes and prioritizes SSU workload and assigns them to staff with target 	<p>As discussed below, there are exceptions to the comparator's supervisory roles and responsibilities as compared to ones assigned to the SSA study position.</p> <p>Notwithstanding the exceptions noted below, the job audit information and the PDQ clearly establish that this incumbent is a full functioning supervisory over system support services functions. These responsibilities span the full range of essential functions as noted above.</p> <p>EXCEPTIONS:</p> <p>The study position supervisory responsibilities are unique. Specifically, the position has dual responsibility for supervision of two distinct areas discussed below. This is unique in that the incumbent has supervision over: <i>i.</i>) All systems support services; and <i>ii.</i>) A purely line program function, i.e., applicant processing for child welfare services.</p> <p>The study SSA supervises a staff of 5 employees. They are classified as follows:</p> <ul style="list-style-type: none"> • One Information System Technician: This is a technical classification. The incumbent is in the learning mode and being assigned ever increasingly difficult technical systems support services work. For example; less difficult HELP Ticket processing; non-complex support issues and problems such as individual PC issues; limited system problems; including basic issue/problem analysis; and is learning the full range of system support functions. NOTE: The study incumbent stated the Deputy Director concurs with plans to

	<p>dates and due dates. Monitors progress and completion of assigned workload;</p> <p>7. Evaluates employee job performance and complete related documentation, e.g., annual performance evaluations</p>	<p>reclassify this position to a Staff Systems Support Analysts when the incumbent becomes eligible.</p> <ul style="list-style-type: none"> Screeners – This is a line program classification. Incumbents perform strictly eligibility application related activities for child welfare assistance programs. They do not perform systems support services; and OneServices Support Assistant – An office support classification. This incumbent performs clerical/office support work for the 3 Screeners
Supervision Received?	<p>A. The Sr. SSA reports to the Administrative Services Manager in the Administration Division. His second level supervisor is the Deputy Director, Administration;</p> <p>B. The Sr. SSA receives general supervision from his supervisor. Supervisor has confidence in the Sr. SSA and provides no close supervision, i.e., the Sr SSA's supervisor relies upon the incumbent's level of expertise to perform satisfactorily;</p> <p>C. Sr. SSA rarely has need to elevate technical SSU issues or problems up the chain-of-command</p>	<p>With exceptions noted herein, the supervision received by the SSA study position are comparable:</p> <p>A. The study incumbent reports directly to the Deputy Director, Public Assistance, which is the equivalent to the Director/highest level executive in this department.</p> <p>B. The study incumbent, as verified by the Director, performs assignments independently with nominal direction. Accordingly, the exposure risk for possible issues/problems to occur is greater than the comparator's situation. For example, if the study incumbent incurs a catastrophic outage to a mission critical system, the potential for negative media; public, legislative outcry would be significant.</p>

Internal Contacts?	<p>Regular contact with the following:</p> <ul style="list-style-type: none"> • Director DSS; • Deputy Directors; • Program Managers; and • Supervisors 	<p>Contacts engaged by the SSA study position are comparable.</p>
External Contacts?	<p>A. Statewide Coordination - CDSS IT Division Managers to discuss C-IV Eligibility System:</p> <ol style="list-style-type: none"> 1. Issues and/or problems; 2. Change management questions pertaining to changes CDSS is making, or system changes sought by DSS/SSU <p>B. County IT Department regarding County wide IT matters such as:</p> <ol style="list-style-type: none"> 1. County's Internet Access and connectivity are under County IT; 2. County issuance of county system changes, revisions, outages, etc. 	<p>With exceptions noted herein, the essential duties and responsibilities performed by the SSA study position are comparable:</p> <p>Again, the study position is operating at one organizational level higher than the comparator. This coupled with the independence at which the study incumbent operates increases the risk exposure for misunderstandings. Misunderstandings at this level can have severe consequences as they often pertain to matters that can affect operations of a mission critical system.</p>
Differentiating SSA work from Sr. SSA work?	<p>The scale of the issue or problem typically drives complexity.</p> <p>Issues/problems with broad impact are completed by the Sr. SSA. For example, the Sr. SSA would resolve issues/problems pertaining to:</p>	<p>EXCEPTION: The study position does not supervise System Support Services analysts; as does the comparator position. As noted above, there is one Information Systems Technician reporting to the study incumbent. Nonetheless, the study incumbent's position appears to support allocation to the Senior System Support analyst level because of the following considerations:</p>

	<p>A. A loss of email service by an entire division within DSS; or</p> <p>B. Issues having multiple complex issues such as a program's moves between buildings AND changing from a single email system to multiple ones with multiple support considerations</p>	<p>The incumbent performs all requisite supervisory functions, such as supervising staff; overseeing and managing their assignments and workload, identifies and gets necessary training needs met; and approval of all leave request;</p> <p>While there are no System Support Analysts reporting to the study incumbent, a review of the IST Specification indicates such classes perform a full range of technical system support activities, including analysis and resolution of issues and problems;</p> <p>The reality of the study incumbent having to rely upon a "trainee" assisting her amplifies the premium placed upon her systems support services expertise. Specifically, the incumbent shoulders a higher degree of the workload for the efficient and uninterrupted operations of all the systems that support the County's Public Assistance programs. This in-line with the Senior System Support Analyst provisions for being expert and responsible most resolving a county's most significant and complex systems issues and problems.</p>
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Appendix E – Individual Position Allocation Recommendation

LAST NAME	FIRST NAME	CURRENT MSS CLASSIFICATION TITLE	RECOMMENDED CLASSIFICATION TITLE
XXX	XXX	System Support Analyst	Senior System Support Analyst