



Classification: Associate Governmental Program Analyst
Title: Associate Governmental Program Analyst
Salary: \$4,975.00 - \$6,228.00
Posted: November 8, 2018
Permanent, Full-Time

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

About the Commission's Programs

The Program Administration and Services Division (PASD) exists to support CSAC's stakeholders through customer service and operations. It is responsible for the management, administration and processing of the Commission's programs including the Cal Grant, California Dream Act, Middle Class Scholarship, and outreach programs including the California Student Opportunity and Access Program (Cal-SOAP), and Cash for College.

The System Analysis and Operations unit is responsible for user acceptance testing for Commission systems, data research and analytics, and technical support of Commission programs.

Highlights of the Job

Under the general direction of the Staff Services Manager I, the incumbent will perform a variety of independent varied and complex analytical duties involving program evaluation of the Commission's financial aid program, business systems, programs, and processes. The primary duties for this role include user acceptance testing, data analytics, and technical assistance to support the customer service units. Research, review, and analysis of business systems, workflow management, data maintenance, business process review and design, project management are key skills to implement business requirements for the current and future Grant Delivery System. The incumbent as a full journey level works independently and/or collaboratively as part of a team to identify and resolve issues and problems.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/pages/5393.aspx>

Desired Knowledge:

Must possess excellent written and verbal communication, interpersonal, analytical and organizational skills in addition to advanced proficiency in Microsoft Excel and/or Access. User Acceptance Testing or Oracle SQL experience is also desired. Ability to work well with others as part of a team, handle multiple tasks and changing priorities and provide outstanding customer service.

Statement of Qualifications

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidates' education, training, experience, and skills qualify them for the position. The SOQ should be typed in 12-point Arial font and be no more than one page in length. *Applications received without a narrative SOQ will be rejected.* Please clearly state which document is the SOQ. A résumé is not considered an SOQ. The submitted SOQ should include the following questions with responses for each:

1. Can you describe the important aspects of user acceptance testing?
2. Discuss how your education, training, experience, and skills meet the desirable qualifications and qualify you for the position.
3. What do you consider to be your area(s) of expertise?

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 25)), or currently in an Associate Governmental Program Analyst position. All methods of appointments, including Training and Development (T&D) Assignments and all tenures and time bases will be considered. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

How to Apply/Final Filing Date

Please reference **RPA #18-019, JC-134006, Position #270-704-5393-XXX**, Associate Governmental Program Analyst, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted **Until Filled**. If you need assistance with the electronic application process, please contact the Personnel Office by email at Personnel@csac.ca.gov.

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attn: Personnel-Recruitment

CA Student Aid Commission
11040 White Rock Rd.
Rancho Cordova, CA 95670
Attn: Personnel-Recruitment

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVAN



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Associate Governmental Program Analyst
Working Title:	Associate Governmental Program Analyst
Position Number:	270-704-5393-XXX
Location:	Rancho Cordova, CA
License/Other Requirement:	N/A
Date Prepared:	October 29, 2018
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

Under the general direction of the Staff Services Manager I, the incumbent will perform a variety of independent varied and complex analytical duties involving program evaluation of the Commission's financial aid program, business systems, programs, and processes. The primary duties for this role include user acceptance testing, data analytics, and technical assistance to support the customer service units. Research, review, and analysis of business systems, workflow management, data maintenance, business process review and design, project management are key skills to implement business requirements for the current and future Grant Delivery System. The incumbent as a full journey level works independently and/or collaboratively as part of a team to identify and resolve issues and problems.

Reporting Relationships:

Reports directly to: Staff Services Manager I of the System Analysis and Operations Unit

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

Program Administration and Services Division (PASD) exists to support CSAC's stakeholders through customer service and operations. The System Analysis and Operations unit is responsible for user acceptance testing for Commission systems, data research and analytics, and technical support of Commission programs.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- 45% Review, research, analyze, and applies knowledge of financial aid, state laws and federal regulations to facilitate the business systems analysis in Commission administered programs. Draft business requirement documents for implementation of new enhancements and/or programs to ensure that the Commission's Information Technology Division (IT understands the necessary business program requirements to enable programming, coding and development. Based on program evaluation and knowledge may design, formulate, validate, and implement test plans to conduct user acceptance and usability testing assuring implemented business solutions will meet financial aid program needs; research, analyze and resolve identified issues and problems efficiently and effectively. Collaborate with co-workers and in cooperation with the Program Administration & Services Division production and support units assist to identify and analyze program business systems problems and needs. Analyze and create written documents and proposals describing business needs issues and problems. Analyze, review, document, and prepare written internal procedures, protocols, and manuals that address program operational processes.
- 30% Collaborate with the PASD staff, IT and other technology solution providers to resolve business problems and program needs. Utilizes the internal IT defect management system to submit, record, track, and report on system defects, data maintenance, enhancements, and dataset requests. Based on a knowledge of the financial aid programs performs, as needed user acceptance testing, usability testing, project coordination, business process review and design, forms design, project management and development of desktop productivity tools such as Microsoft Excel, Word, and PowerPoint for use within the business program environment. Use SQL queries upon request to verify, gather, and report on business program information for further review by production and executive teams.
- 20% Lead workgroup meetings and present analysis and/or recommendations on programs and related subject matter areas. Act as subject matter expert for Cal Grant and one specialized program, with a focus on institutional payments and reconciliation. Research, review, and draft test plans, issue papers, and use cases to provide program background information, clarity and recommended solutions to relevant program related issues facing the Commission. Review daily production reports to ensure that jobs are running correctly and take appropriate actions to ensure jobs failures do not impact operational functions for extended periods.

Non-Essential Functions:

- 5% Work cooperatively and effectively with external customers, being responsive to customer requests and provide accurate, prompt, and factual information. Attend weekly meetings as needed. Performs program data entry on an emergency basis.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. **NOTE:** These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations.

VII. Attendance:

Must maintain regular and acceptable attendance at such level as is determined in the Commission's sole discretion.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.