

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH BusinessRenew	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 640 - 5157 - 905	
DIVISION/UNIT Pension Solution	CLASS TITLE Staff Services Analyst (SSA)	
INCUMBENT	WORKING TITLE Learning and Development Analyst	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the supervision of the Learning and Development Manager, (SSM II) the Learning and Development Analyst will serve as a member of the core project team. Working in collaboration with the vendor training team, CalSTRS Training Services Manager and business area training teams, works as part of a team of learning and development analysts responsible for preparing and delivering training on project activities through all phases of the project. This project, is a multi-million multi-vendor project, spanning 5-7 years, and is one of several major strategic agency initiatives that are a part of an overall technology upgrade strategy. The goal of this project is to implement a modern pension administration solution that utilizes a flexible technology platform. The incumbent will work on the more average level of difficult problems associated with BusinessRenew-Pension Solution project.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)	
35%	<p>ESSENTIAL FUNCTIONS</p> <p>The Learning and Development Analyst will assist with <i>designing, developing, delivering, and evaluating</i> all training activities and materials (classroom, e-learning, web-based, one-on-one, group) relevant to the implementation of the Pension Solution system. Responsible for preparing and providing training during the project for the Contractor's Development Methodology; User Acceptance Testing; Solution User (multiple sub-tracks); Technical; Employer's and Member's tracks. The analyst will assist with delivering training to a variety of participants known to the project as audiences. The audiences include but are not limited to: CalSTRS Users, including field office staff; Super-Users; Technical Staff; Managers and Supervisors; Employers; Members.</p>	
30%	<p>Working with the Contractor Training Team and in partnership with CalSTRS business area trainers, the analyst will develop learning and development materials that include, but not limited to job aids, procedures, reference materials, online help, training guides, videos for all new system functionality. Ensure all materials align with the instructional system design model, CalSTRS communication requirements including the CalSTRS Style Guide, and CalSTRS existing training programs. Assist with delivering training to business area staff that will provide training to their divisional staff. Facilitate and document evaluation sessions to ensure training objectives are met. Conduct and/or participate in lessons learned activities after each training session. Analyze results to identify and make recommendations to management on opportunities for improvement or modifications for future training sessions.</p>	
20%	<p>Work collaboratively with CalSTRS Change Management experts, Business Team members, and the project Business Test Lead to ensure testing and readiness activities are completed and training is timed to deliver in accordance with best practices. Ensure any lessons learned during the testing activities are documented and recommended to management or lead staff.</p>	
10%	<p>Working with the Contractor Test Team, Business Area Training Analysts and CalSTRS Training Services Management, participate in development and maintenance of the draft and final training plan. Ensure training materials are stored and accessible to all stakeholders. Prepare CalSTRS to continue delivering quality pension solution training after the project has ended.</p>	
5%	<p>MARGINAL FUNCTIONS</p> <p>Actively supports organization policies and objectives; develops rapport with key organization peers and builds mutual understanding of functional interdependencies; consistently</p>	

demonstrates CalSTRS' core values and competencies; adheres to organizational core values and project governance.

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability & Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards, Quality Orientation, & Initiative

Classification Competencies.

- Analytical Thinking
- Decision Making
- Diagnostic Information Gathering
- Ethics and Integrity
- Initiative
- Managing Work
- Technical/Professional Knowledge and Skills
- Thoroughness

In addition to the duties outlined in the above, Project Leadership has some additional expectations. These expectations must be demonstrated in all activities in order to perform the above duties successfully.

Timeliness

Work is expected to be completed within established time frames. You are expected to prioritize your work and effectively use your time to accomplish this goal.

Service

Staff is expected to provide prompt and courteous service to all people with whom you come in contact, including other program area staff as well as our members.

Communication

Oral and written communications must be understandable, concise, courteous, complete and grammatically correct.

Conduct

Conduct must be professional and appropriate for business.

Teamwork

Staff is expected to work cooperatively with their co-workers to meet organizational goals. This includes, but is not limited to :

- Volunteering to help others;
- Offering suggestions for improvement;
- Maintaining a positive attitude;
- Demonstrating respect for your co-workers;
- Being flexible and receptive to changes within the work area; and
- Coordinating with other units/sections on assigned cases.

INTERPERSONAL SKILLS

- *Interact successfully in a team environment.*
- *Communicate successfully in a diverse community.*

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED OF THE JOB:

WORK ENVIRONMENT

Must be able to work in an office setting with low partitions and an open floor plan. Must be able to work in a medium to high-rise building.

PHYSICAL ABILITIES

- *Some lifting up to 20 pounds.*
- *Ability to use a computer keyboard several hours a day.*
- *Read from computer screens several hours a day.*

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- *Must be able to function rationally, coolly and deliberately under pressure situations in order to reach the best solution.*

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation. This will be accomplished by working with Human Resources to ensure federal or state laws and rules and CalSTRS' policies and processes are adhered to by staff. Responsible for taking a pro-active approach in preventing Human Resources or Equal Employment Opportunity Program policy or process issues by responding appropriately to employee concerns by elevating potential EEO or HR issues to the appropriate personnel. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE*
- *I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR*
- *I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT*
- *I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION*
- *I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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PERSONNEL ANALYST'S NAME (Print)	PERSONNEL ANALYST'S SIGNATURE	DATE
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