STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT
PM-0924 (REV 06/2019)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Info Technology Manager I	HQ/IT/ADSD/Enterprise Applications Support	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Section Chief, Enterprise Applications Support	900-170-1405-016	05/01/2020

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under general direction of the Enterprise Application Services Chief, the incumbent serves as the Section Chief of the Enterprise Application Services Section. This section is comprised of IT professionals in various classifications ranging from an IT Associate to IT Supervisor II, who are responsible to maintain and support the enterprise Commercial Off the Shelf (COTS) application portfolio. The incumbent has full management responsibilities to implement, maintain and support the analysis, design, development, testing and deployment of COTS applications. The incumbent directly manages all aspects of the project life cycle and works with matrix IT functions to oversee all System Development Life Cycle (SDLC) phases of a project. The incumbent has full management responsibility for organizing, planning, coordinating, directing and controlling all activities associated with the day-to-day operations of the Enterprise Applications Support Section. The incumbent also provides leadership for the section.

DOMAIN: Software Engineering, Client Services

CORE COMPETENCIES:

As an Info Technology Manager I, the incumbent is expected to develop the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, and Goals.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Stewardship and Efficiency, System Performance - Teamwork, Innovation)

- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Stewardship and Efficiency, Sustainability, Livability and Economy - Integrity, Teamwork)

- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Stewardship and Efficiency, Sustainability, Livability and Economy - Integrity, Commitment, Teamwork, Innovation)

- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy - Teamwork, Innovation)

- **Fostering Teamwork:** Interest, skill, and success in getting people to work together cooperatively. Gives honest and constructive feedback, reinforces team member contributions, and enlists active participation of team members. (Stewardship and Efficiency, Sustainability, Livability and Economy - Commitment, Teamwork)

- **Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Safety and Health, Stewardship and EfficiencyOrganizational Excellence - Integrity, Commitment)

- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy, System Performance, Organizational Excellence - Integrity, Commitment, Teamwork, Innovation)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)[1]

Job Description

40%	E	Management and Supervision

The incumbent manages and provides leadership to the Enterprise Applications Support Section's people, processes and technology. The incumbent establishes the appropriate section level goals and objectives that aligns with IT key initiatives, and develops operational plans according to business priorities and within budget to accomplish the overall Caltrans vision and mission. The section is responsible for managing the Caltrans enterprise COTS application portfolio. Manage and supervise staff to effectively deliver solutions that support Caltrans daily business operations and implement continuous process improvements. The incumbent has full management responsibilities of staff recruitment, training, development, and retention. The incumbent oversees and manages consultants/contractors that are assigned to the section. Assigns, monitors and controls the workload of subordinates and provides guidance and directions to achieve the section's desired outcomes. The incumbent establishes and implements performance standards, reporting requirements and expectations, conducts probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary action, and offers training to support staff and organizational growth. The incumbent provides coaching and mentoring to subordinates to motivate, inspire, empower and encourage development and growth. Prepares and maintains a section staff development plan. Represents the Branch or Division Chief in internal and external meetings and presentations as required. Engages with vendor community to gain knowledge and understanding of the industry best practices and standards, tools and technologies.

30%	E	Operations and Change Management

Manages and directs all the activities associated with the daily operations of the Enterprise Applications Support Section. Oversees and directs staff, who are responsible to gather requirements, perform analysis, design, develop, test, implement, and maintain the new applications and/or enhancements to existing applications as requested by the business area. Establishes and maintains standards, processes and procedures to maintain and operate all the business applications supported by this section. Partner with business owners and key stakeholders to prioritize and plan application change requests and develop staff allocation plan to handle the workload. Direct all activities associated with Request Fulfillment, Incident, Problem, Change and Release Management. Responsible for embedding Organizational Change Management (OCM) and Business Relationship Management (BRM) best practices into the business and IT operations to maintain a positive relationship with customers and manage the people side of change to achieve a required business outcomes.

25%	E	Project Management and Planning

Ability to accomplish day-to-day project communication management, cost management, human resources management, scope management, risk management, time management, quality management, integration management, procurement management, and product and vendor management. The incumbent requires strong knowledge on the best practice methodology of project oversight principles, policies, techniques, and methods in order to ensure the successful management and completion of projects. Oversees market analysis, proof of concepts, and pilot configuration and implementation of emerging technologies and provides recommendation for adoption. The incumbent participates and provide recommendations to develop an application architecture roadmap that supports the core business applications. Participates in tactical and strategic planning efforts to produce the section's annual business plan, spending plan, training plan and overall IT strategic plan. Develops and contributes to Budget Change Proposals as required to obtain resources to support the Caltrans IT applications. Participates in California State Transportation Agency's (CalSTA) presentations and meetings as needed.

5%	M	Communication

Develops and maintains effective communication and working relationships with Caltrans CIO, department executive management, state agencies, vendors and business stakeholders. Represents the section and Caltrans IT at various meetings and conferences.

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

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS
The incumbent supervises IT professionals in various IT classification levels ranging from IT Associate to IT Supervisor II. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in Headquarters and the Districts to ensure success of the IT Performance Management Programs.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
The incumbent is required to have extensive knowledge of best practices and methodologies to manage and implement all the stages of the software development life cycle, such as analysis, design, develop, test, deploy and implement business applications to achieve the desired outcome for Caltrans business owners. Knowledge and ability to lead and manage IT projects, processes and best practices to ensure that staff perform at full capacity and meet IT Strategic goals and objectives. Knowledge of State of California's technology mandates, standards and

guidelines. Knowledge managing and supervising staff personnel and contractors that are assigned to the section. Knowledge and ability to plan and prepare staff development plan, recruitment and retention strategies. The incumbent is required to have extensive knowledge of technical project management processes, system development methods, Organizational Change Management (OCM), Business Relationship Management (BRM) concepts, and business process improvement methods. The incumbent must exercise a high degree of initiative, independence, and demonstrate tact and good judgment. The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must have strong written and verbal skills to communicate issues and concerns. The incumbent must be able to adapt easily to changing priorities and maintain consistent attendance and performance. Manage through subordinate supervisors and staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

Project Management Institute (PMI), and Organizational Change Management (OCM), Information Technology Infrastructure Library (ITIL), and/or related certifications desired.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent is responsible for extensive knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems, and take appropriate action. Bad judgment and/or decisions will have a negative impact on the Department's ability to process critical decision-support information and therefore the ability to deliver its transportation mission.

PUBLIC AND INTERNAL CONTACTS
The incumbent will interact with IT executive leadership, staff of other State Agencies including State Control Agencies, staff from local governmental agencies and staff working in the private sector to coordinate and respond to inquiries related to Division operations. In performing the responsibilities of this position, the incumbent may have contact with other departments, governmental agencies or private companies concerning information technology and business management best practices. Must develop and maintain strong working relationships with others.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
The incumbent may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. The incumbent must value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; consider and respond appropriately to the needs, feelings, and capabilities of others; be tactful and treat others with respect. In addition, the incumbent must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice.

WORK ENVIRONMENT
The incumbent performs work indoors in a climate-controlled environment under artificial lighting.

The incumbent must carry a cell phone and respond to calls after hours to lead multi-disciplinary IT professionals team(s) in organizing, analyzing, troubleshooting and resolving IT system problems; may travel to various Caltrans locations to provide expertise for IT operations.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE