STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT
PM-0924 (REV 02/2021)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Manager I	D20/HQ IT/Project & Business Mgmt/Enterprise Portfolio Svcs	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Manager, IT Project & Portfolio Management Section	900-170-1405-014	

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 the general direction of the IT Manager II, Enterprise Portfolio Services within the Project & Business Management Division (PBMD), the incumbent will serve as Manager of the Project & Portfolio Management Section (PPMS). The Section is comprised of the following four units: Customer Relations, Business Analysis, Project Management, and Software Quality Management.

The PPMS provides IT project and portfolio management support for the Department's IT projects. The incumbent will manage the development and implementation of IT project management processes, procedures and standards, and assist the Department's IT project managers to comply with mandatory local, regional, State and Federal processes, procedures, and standards. The incumbent is responsible for recommending IT project management processes, procedures, and standards for approval to Department executives. By conducting this business critical function, the incumbent will assist the Department in complying with complex control agency mandates (technical, financial, and reporting); reduce the risk and impact of costly issues on IT projects; and ensure that the Department's IT projects are consistently managed in accordance with industry best practice standards. This position is expected to continually enhance our customer's experience by implementing, utilizing, and monitoring proven customer service practices. As a key leader in IT, the incumbent ensures that staff are highly qualified and motivated to perform their duties and meet customer expectations.

DOMAIN(S):
IT Project Management

CORE COMPETENCIES:
As an Information Technology Manager I, the incumbent is expected to become proficient in 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, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)

- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)

- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

- **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. (Strengthen Stewardship and Drive Efficiency - Innovation)

- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Strengthen Stewardship and Drive Efficiency - Engagement)

- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)

- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Strengthen Stewardship and Drive Efficiency - Engagement)

- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Strengthen Stewardship and Drive Efficiency - Integrity)

- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Cultivate Excellence - Innovation)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]		Job Description
35%	E	Manages the development and administration of enterprise-wide IT project management policies, procedures, and standards. Manages staff in the development, adoption, implementation, administration, and continuous improvement of a department-wide IT project management process, including: a formal project initiation and approval process; IT project management policies and procedures; project management best practices and templates; standard project management tools; and project/portfolio performance measures, metrics, and targets. Develops draft processes and procedures for stakeholder review and input and obtains executive approval for implementation. Conducts seminars, meetings, and training sessions to obtain stakeholder buy-in on the processes and procedures and train Department project managers and staff on their use. Monitors the use of the approved processes, procedures, and tools throughout the Department and reports on their use to Department executives. Identifies and implements measures to improve their usage or address non-compliance. Maintains and updates the policies, procedures, and tools as appropriate. Develops, implements, and monitors innovative customer service and support strategies to meet Departmental business needs while complying with State IT policy and guidelines.
30%	E	Manages staff and activities of all Units either directly or indirectly via subordinate managers and supervisors. Develops and implements strategies to ensure Division employees are trained and developed to meet IT challenges and exceed customer expectations. Defines internal and external requirements and procedures for project feasibility studies and status reporting, consults with or assists project managers in performing feasibility studies for both internal and external project approval. Assists project managers in determining what external agency requirements apply to their projects and in fulfilling those requirements. Serves as the central focal point for questions and information needed by external control agencies. Leads the Department's efforts to perform internal and external stakeholder outreach for its IT projects. Provides informational sessions and briefings on Departmental project management policies and procedures to stakeholders. Identifies potential stakeholders for projects and defines communication requirements. Assists individual project managers in stakeholder outreach activities.
30%	E	Defines standard project metrics that are required from all projects. Develops processes and tools for the collection, compilation, reporting, and analysis of metrics. Establishes and maintains a centralized automated inventory of the Department's IT projects, along with associated processes and tools for maintaining the inventory. Establishes a centralized inventory for project files, along with associated processes, tools, and procedures populating and maintaining the repository.
5%	M	Defines agreements related to the implementation and maintenance of the most complex statewide legacy client/server applications, web-based applications, desk-top applications, commercial-off-the-shelf applications, and enterprise resource planning applications.

[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 will manage a multi-disciplinary team of IT professionals in the units of Customer Relations, Business Analysis, Project Management, and Software Quality Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
The incumbent must possess a high degree of both leadership skills and technical expertise to be operationally competent in a highly complex and sensitive function, developing policy, and working closely with both internal and external staff at all levels. The incumbent must have the ability to perform politically sensitive and policy-influencing functions effectively and have a thorough knowledge and understanding of emerging technology and evolving industry standards as well as Caltrans business needs. The incumbent is expected to be familiar with and implement State, Agency, and Departmental policies and procedures, have knowledge of the principles, practices, and trends of public administration, including planning, cost/benefit analysis, and training practices. The incumbent must be able to make rational and feasible decisions; effectively evaluate the results and consequences of such decisions and activities as they relate to the composition of budget estimates and the control of allocated resources; perform project or task management, and oversee system development.

The following are expected:

- Understanding of Project Management concepts;
- Ability to administer an operational budget;
- Ability to develop short and long-range plans to meet departmental goals and objectives;
- Ability to make oral presentations, adjusting style, method, and tools for the knowledge base of the audience;
- Ability to gain confidence and respect of customers and peers through sound decision-making practices.
- Ability to keep overall objectives and strategies in mind and not be deflected from these when dealing with matters of detail.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent will be responsible for recommending processes, procedures, and methodologies for managing IT projects. Errors in the development and implementation of these processes, procedures, and methodologies will have a negative impact on the Department's ability to successfully deliver IT projects which may result in the cancellation of projects, schedule delays, cost overruns, technical issues, and products that do not fulfill all of a customer's requirements and expectations. Should this occur, the Department may lose credibility relative to its ability to manage its IT projects. This may further lead to a loss of funding for other current and future IT projects, or increased schedule delays and project overhead costs due to increased control agency reporting; and technical, financial and project management requirements.

PUBLIC AND INTERNAL CONTACTS
The incumbent will be called upon to interface closely with executive leadership, both internal and external to the Department. Internal contacts may involve formal (BCP, issue paper, MOU, and oral presentations) and informal communications (email and meetings) with the Department's Director, Deputy Directors, Division Chiefs, senior managers, program staff, and IT project managers regarding IT processes, procedures, standards, recommendations, and the status of projects.

External contacts may involve formal (BCP, issue paper, MOU, and oral presentations) and informal communications (email and meetings) with control agencies, the State Department of Finance, California Department of Technology, representatives of the Legislature, vendors, and other key stakeholders regarding the Department's IT processes, procedures and standards; the status of specific projects, or other matters.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Physical Requirements: The incumbent may be required to sit for long periods of time using a keyboard, mouse, video camera, and telephone.

Mental Requirements: The incumbent must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice; adjust rapidly to new situations warranting attention and resolution; be open to change and new information; and adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

Emotional Requirements: The incumbent must value cultural diversity and other individual differences in the workforce; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT
The incumbent will perform work indoors in a climate-controlled environment under artificial lighting with a personal computer in a computer setting or teleworking environment.

Employee may be required to travel to conduct public and internal contact meetings discussed above and to attend training. The incumbent must have the ability to travel, if needed. If the incumbent has a Class C driver's license and utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided.

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