

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Information Technology Manager I	OFFICE/BRANCH/SECTION D20/HQ IT/Project & Business Mgmt/Business Mgmt	
WORKING TITLE Chief, IT Business Management	POSITION NUMBER 900-170-1405-017	EFFECTIVE DATE 12/27/2021

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Chief, Project and Business Management Division, a CEA B, the Information Technology (IT) Manager I of the IT Business Management Section is responsible for the management and oversight of the Department of Transportation's (Caltrans) Administrative operations and IT Technical specialty areas as follows: HR, Support & Administration, Recruitment, Training, Budgets, Facilities, Technology Business Management, IT Acquisitions, IT Certifications and IT Contracts. As the Chief of Business Management, the incumbent is primarily responsible for developing, planning, organizing, and managing the functions of the subordinate groups. The incumbent must be able to gain and maintain the confidence and cooperation of others and act with flexibility and tact to achieve the goals of the Department, Division, and Chief Information Officer. The incumbent also works as a liaison with the IT Certifications and Division of Procurement and Contracts in the processing of procurement packages and collaboration on the adoption of common procurement practices and shared services. Helps foster and build a dynamic team in order to provide innovative solutions. Coordinates workload with staff ensuring equal distribution of assignments and ensures that priorities are well defined and communicated, while escalating Issues and Risks appropriately with recommended mitigations.

DOMAIN:

Client Services

Business Technology 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. (Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **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 - Engagement, Innovation, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)

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- **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, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
50% E	Plan, coordinate and direct the complex Business Administration efforts through subordinate state staff for operations and delivery of services related to following areas:

Budgets: Plans, organizes, and directs the preparation, modification, and administration of IT's budget. This includes coordination of all aspects of the Budget Change Proposal (BCP) process, budget drills, budget revisions and all budget requests from the Department of Finance and the Division of Budgets. Maintains Caltrans IT's operating budget for all units by coordinating with IT's Budget Manager, reviewing budgetary impacts and recommending plan of action in resolving budget issues. Prepares and reviews budget requests, and analyzes legislation to determine financial impacts.

Technology Business Management: Matures the Technology Business Management (TBM) practices for capturing and reporting IT spend in order to communicate the value of information technology services to internal and external stakeholders and business customers. Utilizes the Department's Transparency and Financial Management (TAFM) tool to generate static and on-demand reports. Aligns IT with overall business goals and present the value IT provides throughout the organization. Informs business demand and uncovers the important cost of business data to save money and innovate the technology infrastructure.

HR Support & Administration: Manages and coordinates assignments for technical staff based on Caltrans priority, staff experience and skill levels, complexity assessments of projects, specialized skills and resource availability. Develops and updates duty statements as needed; establishes performance expectations; completes individual development plans annually; completes probationary reports on a timely basis. Completes performance management activities and adhere to the State's progressive discipline policy, which may include corrective or disciplinary action. Ensures that staff comply with Caltrans's policies, office standard operating procedures and protocols. Encourages unit team building, facilitate cross training and promote continuous improvement of processes. Participates in working sessions with management team in the development of goals and objectives in accordance with organizational mission and strategic goals; support and advocate management's philosophy, policies and procedures. Establishes goals, priorities, strategies, metrics and plans to meet operational, service management, resource management, recruitment and retention, training compliance, and program objectives. Leads initiatives to implement process improvements. Assists with IT modernization efforts as applicable.

IT Acquisition, Certifications, Contracts & Performance Management: Plans, organizes and directs all aspects of policies and procedures governing the acquisition of IT goods and services. Conducts high level meetings with internal customers, communicates program goals and objectives, determines and establishes expectations for the section, and provides advice and guidance on IT procurement policies and procedures for department to provide effective client relations with statewide users of information technology, goods and services. Develops Statement of Work (SOW) for IT Projects internal and external to IT. Formulates and implements policy governing the acquisition of commodities and IT goods and services by performing research on proposed legislation that may affect procurement operations, making recommendations for PBMD Division Chief regarding statewide IT procurement policies and procedures, and implementing changes to statewide policies and procedures in accordance with the State Contracting Manual, State Administrative Manual, Statewide Information Management Manual, Management Memos/ Technology Letters, and/or Administrative Orders, or Executive Orders as directed by statute, in order to meet strategic goals. Implement contract and performance management practices to ensure deliverables deadlines, contract terms and conditions are met while ensuring customer satisfaction.

Internal Facilities Support and Coordination. Implements established standards, monitors performance and takes action to remediate issues. Ensures compliance with State regulations and Departmental standards and policies.

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35%	E	<p>Provides leadership and training to develop staff's skills and knowledge to effectively administer IT's budget, manage expenditures, and perform fiscal analysis. Assign, review, and evaluate the work of direct reports. Manages Business Operations activities such as planning, organizing, directing, and reviewing activities and taking any necessary actions to maintain a professional level of customer service. Develops strategies and recommends processes to improve process efficiencies and resolution rates. Identifies appropriate metrics necessary to track service delivery. Develops and provides reports to IT Management to identify productivity and training needs.</p> <p>The incumbent will lead the preparation and presentation of reports on the integrity and availability of information to Executive and Management personnel and IT stakeholders. Develops, implements, and maintains risk analysis including assessments to identify potential vulnerabilities that could threaten the security of the Department's information and physical assets. Ensures compliance with certification and reporting requirements for the Department to its external stakeholders. Coordinates and respond to requests for information and other inquiries made by internal programs and external stakeholders.</p> <p>Ensure that statewide standards, policy and guidelines related to procurement and contracts are followed, including the identification of new roles and responsibilities needed for successful execution.</p>
10%	E	<p>Actively participates in selection interviews and hiring decisions. Develops and maintains an ongoing training plan, based on a comprehensive skills assessment to ensure professional staff possess the computer support, communication, and technical skills required to perform a variety of administrative support tasks and activities. Prepares performance appraisals, utilizes progressive discipline, and takes corrective action when performance problems arise. Provides oversight direction to consultant(s) and contract staff as needed to ensure schedule, budget, performance and products are consistent with the contractual and business goals. Implement and manage onboarding processes, workflows, policies, and procedures for new hires.</p>
5%	M	<p>Participates as a member of the IT Senior Management Team. Provides status reports as required or directed. Maintains real-time knowledge of current trends and procedures of the various trends within IT. The incumbent will provide leadership, mentoring, performance evaluation, direction, and work assignments for staff. Provide input to overall organizational policies, practices and performance measures, in allocating resources, and in setting goals and objectives. Provide periodic status reports on major projects, workload, and program developments. May act on behalf of the Division Chief in his/her absence.</p>

¹ESSENTIAL 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

Direct Supervision - Reports to the Division Chief and receives guidance on information policies and procedures and Departmental goals. Receives direct task assignments related to the operation of the office and priorities for pending assignments and activities for other IT Divisions such as the Application Development and Support Division, Infrastructure Management Division and for the Security Division and receives time and workload authorizations.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals, objectives, policies, and procedures; a manager's role in complying with the departments Equal Employment Opportunity policies and practices.

Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, project management and evaluation; employee supervision, training, development, and personnel management; current computer industry technology and practices; principles of data processing systems designs, programming, operations, and controls; modern computer forensic policies and safety and health policies; the Department's goals and policies; the Department's equal employment opportunity objectives; a Manager's role in the equal employment opportunity program, and the processes available to meet equal employment opportunity objectives; and principles of Government functions and organizations at the State level, including the Legislative process. Must be familiar with State and Federal and International laws pertaining to information security. The incumbent should have extensive knowledge of the State budgetary process and all of its

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policies, processes, technical operations, terms and methodologies.

Ability to: Develop and evaluate alternatives, make decisions and follow appropriate administrative procedures; plans, coordinates, and directs the activities of a data processing and administrative staff; makes effective use of interdisciplinary teams; reasons logically and creatively, both orally and in writing; consults with and advises administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; and gain and maintain the confidence and cooperation of others. Communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the Caltrans to stakeholders, key customers and internal staff. Plan, organize, facilitate, and coordinate multiple projects operating under strict guidelines and time frames; monitor the performance of a highly technical operation. Must be able to direct staff and plan for workloads to meet severe time frames, which are often revised on short notice by the control agencies.

Analytical requirements: Must have a great deal of latitude to be creative and to influence how administrative services are provided to, welcomed by, IT employee. must have the ability to and will be required to analyze and interpret information from multiple sources and recommend practical, efficient, and effective solutions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for assuring conformance to statewide standards and making decisions of a highly complex, critical and/or sensitive nature regarding the administrative and technical support of IT within the Department. Decisions made by the incumbent have a major impact on the Division and errors could result in consequences affecting policy and program decisions. In addition, error in judgment could place the Department in violation of the legislative and statutory constraints regarding the use of public funds. The incumbent is responsible for decisions, action and consequences related to administration, as well as, resource management. Failure to accurately track resources and/or identify and take advantage of cost savings opportunities may result in a loss of funds, and/or may negatively impact IT's credibility with internal and external entities. Inappropriate disclosure of confidential information could jeopardize customer relations and/or lead to embarrassment to the IT organization and the Department and could have potential legal implications.

PUBLIC AND INTERNAL CONTACTS

The incumbent interacts 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

While at their base of operation, the employee will work in a climate-controlled office under artificial lighting using a personal computer or telework. This position is physically located in the Headquarters building in Sacramento. Employee may be required to travel. If the incumbent has a Class C driver's license and utilizes their own personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided.

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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

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