

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Information Technology Manager I	OFFICE/BRANCH/SECTION HQ/ADSD/Enterprise Application Services/AplArch&Bimodal	
WORKING TITLE Section Chief, App Architecture & Bimodal Support	POSITION NUMBER 900-170-1405-001	EFFECTIVE DATE 10/25/2021

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 general direction of the Enterprise Application Services Branch Chief, the incumbent serves as the Section Chief of the Application Architecture & Bimodal Support Section. This section is comprised of IT professionals in various classifications ranging from IT Associate to IT Supervisor II, who are responsible for the development and maintenance of an Application Architecture (AA) framework, guidance and standards, and innovative rapid development of business applications using low-code/no-code platforms. The incumbent oversees a Caltrans Application Portfolio of over 250 applications, leads proof of concepts built with Software as a Service (SaaS), and Platform as a Service (PaaS). Makes recommendations concerning emerging technologies, future software development tools, platforms, services and strategies. The incumbent will manage Agile Teams to apply, implement and enforce Agile principles and practices, facilitating continuous improvement, and identifying and removing impediments to achieve the desired business outcome. The incumbent has leadership and full management responsibilities to organize, plan, coordinate, direct and control all activities associated with the day-to-day operations of this section.

Domains:

Software Engineering
IT Project Management
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 - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Innovation, 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. (Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Motivational Support:** Skilled at enhancing others commitment to their work. Recognizing and regarding people for their achievements. (Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Equity, Innovation, 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, Innovation, Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	<p>Management and Supervision</p> <p>The incumbent manages and provides leadership to the AA & Bimodal Support Section's people, processes and technology. Oversee and direct the team in evaluation of application technologies, developing AA framework, development or improve existing applications, support software tests, develop product prototypes, create technical documents and manuals relating to application development. Manage and guide staff to develop recommendations on emerging technologies, future software development tools, platforms, services and strategies. Develop Bimodal IT strategy to help determine the right resources for development and fast-tracking strategic business innovation projects. The incumbent has the full management responsibilities in the recruitment, training, development, and retention of staff including supervisors and technical staff. The incumbent has the responsibilities to oversee and manage consultants/contractors that are assigned to the section. The incumbent establishes and implements performance standards, reporting requirements and expectations, conduct probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and offer training to support staff and organizational growth. The incumbent provides coaching and mentoring to subordinates to motivate, inspire, empower and encourage development and growth. Prepare and maintain a section staff development plan. Represents the Branch or Division Chief in internal and external meetings and presentations as required. Engage with vendor community to gain knowledge and understanding of the industry best practices and standards, tools and technologies.</p>
30%	E	<p>Operations and Change Management</p> <p>Manages and directs all the activities associated with the daily operations of the AA & Bimodal Support Section. 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 incumbent directs AA team to support seamless integration of new and existing systems to eliminate potential problems and maintain data structure and integrity of the Caltrans Application Portfolio. 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 maintain a positive relationship with customers and manage the people side of change to achieve a required business outcome.</p>
25%	E	<p>Project Management and Planning</p> <p>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. Develop and implement Agile project management best practice processes, standards, guidelines, templates, and supporting tools for the organization. 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 provide recommendation for adoption. The incumbent will participate and provide recommendations to develop an application architecture roadmap that supports the core business applications and IT projects. Participate in tactical and strategic planning efforts to produce the sections annual business plan, spending plan, training plan and overall IT strategic plan. Develop and contribute to Budget Change Proposals as required to obtain resources to support the Caltrans IT initiatives. Participate at Agency level presentations and meetings as needed.</p>
5%	M	<p>Communication and Other Related Duties</p> <p>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.</p>

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

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

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 application lifecycle, 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 in the 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. The incumbent must be able to lift computer equipment that weighs up-to 50 pounds.

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.

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. 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. May travel to various Caltrans locations to provide expertise for IT operations.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

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
