

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Manager II	OFFICE/BRANCH/SECTION HQ/Information Technology/Security Services Division	
WORKING TITLE Information Security Manager	POSITION NUMBER 900-170-1406-XXX	REVISION DATE 07/01/2022

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 administrative direction of the Chief, Information Security, the Information Security Manager (Information Technology Manager II) serves as the manager over the Security Operations, Policy, Compliance and Forensics Units within the Security Services Division.

The incumbent directs the managers and supervisors over the Security Services Division (SSD) Policy & Governance, Security & Compliance, Network Security, IT Security Operations, and OT Security Operations units. The functions managed include all aspects of securing, protecting, identifying threats, protecting and responding to cybersecurity incidents; as well as, digital forensics, policy compliance, policy reporting, and cybersecurity governance.

The incumbent will work collaboratively with internal and external partners and customers to ensure that security protocols are implemented and meet requirements of the State Administrative Manual (SAM), the State Information Management Manual (SIMM) section 5300 and the National Institute of Standards and Technology (NIST).

The incumbent will work closely with Caltrans business and program areas including the Traffic Operations Division Management and District Transportation Management Centers Managers throughout California to increase the traffic field element network cybersecurity controls and cybersecurity posture.

Domain: Information Security Engineering

**CORE COMPETENCIES:**

As an Information Technology Manager II, 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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (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)
- **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. (Strengthen Stewardship and Drive Efficiency - 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 - Engagement)
- **Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

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- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35%	E	<p><b>Leadership:</b> The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the Cybersecurity Operations, Governance, Risk and Compliance and Privacy for all Caltrans Districts, Field Offices, and Head Quarters locations. Provides the leadership for the development and improvement of the personnel infrastructure including the recruitment, development and retention of qualified staff. Establishes and maintains standards, processes and procedures for the analysis, design, implementation, maintenance and operation of Caltrans Cybersecurity and Privacy tools and solutions used to protect and defend all Caltrans Information Technology (IT) and Operational Technology (OT) systems, networks and data. Oversees market analyses, proof of concepts, and pilots of emerging technologies and makes recommendations for adoption. Represents the Caltrans Chief Information Security Officer (CISO) and Privacy Officer in internal and external meetings.</p>
30%	E	<p><b>Management and Supervision:</b> The incumbent serves as IT Manager II (ITMII) over the Security Services Division (SSD) Privacy, Cybersecurity Operations, Governance, Risk and Compliance for all Caltrans Districts, Field Offices, and Head Quarters locations. The incumbent oversees the management, development and maturing of the cybersecurity and privacy personnel and managers for the aforementioned areas within the SSD to achieve the mission, goals and objectives of the SSD and the Caltrans Privacy and Cybersecurity strategic goals. Participates in the recruitment, training, development, and retention of staff including managers, supervisors, technical staff and consultants. Assigns, prioritizes, monitors and controls the workload of subordinate managers and provides guidance to achieve desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations by ensuring consistent application in the conduct of probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personal and organizational growth. Provides a work environment that fosters productivity and job satisfaction for staff. Ensures proper documentation of the processes and procedures for IT security operations.</p>
30%	E	<p><b>Policy and Planning:</b> The incumbent serves as a member of the Division's senior management team; has a major role in the formulation, evaluation and implementation of departmental privacy and cybersecurity policies and procedures; and has broad authority for recommending and implementing division and department-wide privacy and cybersecurity policies with significant impact on Caltrans as it relates to technology systems and operations. Establishes and maintains security practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance of cybersecurity program implementation. Engages in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Ensures proper planning for Privacy and Cybersecurity projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the California State Transportation Agency (CalSTA) Information Security Officer meetings and agency-wide cybersecurity compliance and reporting efforts. Develop Budget Change Proposals as required to obtain resources to support the Caltrans Cybersecurity protections and Department need.</p>

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5% M The incumbent conducts analysis across all technology areas with a specific emphasis on privacy and cybersecurity and compliance as it relates to Information Technology (IT) and Operations Technology (OT) trends and best practices in order to identify, protect, detect respond and recover to current and future cybersecurity threats. This reach on industry best practices, compliance requirements, and technology capabilities utilizes input from staff and experts from a variety of disciplines with direction of the Caltrans IT CISO and CIO leadership, the Department's executive management, and applicable sections of federal and State laws, Government Codes, the State Administrative Manual and the Statewide Information Management Manual. Oversees cybersecurity audits, cybersecurity penetration tests, compliance and compliance reporting requires to the California Department of Technology (CDT). Prepares a variety of informational and status reports pertaining to projects, work initiatives, recommendations and requests for approval among others. Prepares and delivers executive level presentations for internal and external audiences. The incumbent may perform other duties in the specified domain(s) as needed.

<sup>1</sup>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**

This position oversees and manages privacy and cybersecurity policy, digital forensics investigations, security compliance reporting and cybersecurity operations for the Security Services Division with responsibility for the protection of all Caltrans employees, contractors, student assistants. The incumbent directly supervises the IT Manager Is with responsibility over the SSD staff and supervisors. The incumbent may also collaborate with multi-disciplinary teams drawn from throughout the Department to support the privacy and security of the IT and OT systems and data at Caltrans.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary 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.

Formulate and recommend practices and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in weaknesses in the Caltrans privacy and cybersecurity protects which increases the likelihood of a data breach, loss of data or significant losses of departmental efficiencies through a unnecessary delays, loss of data,

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equipment damage (such as a ransomware attack), loss of employee productivity, and user dissatisfaction.

### 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 cybersecurity and privacy policy, compliance and risk. In performing the responsibilities of this position, the incumbent may have contact with other departments, governmental agencies or private companies concerning cybersecurity, privacy, information technology, operational technology and business management best practices. Must develop and maintain strong working relationships with others.

### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. Employee 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 employee 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 may be required to work outside normal business hours, extended hours, weekends, and holidays and may be required to travel to Caltrans locations within California. The position is designated as a telework position, however, there are some occasions where the incumbent will be required to be "in person", either at Headquarters or a district office. State travel rules/reimbursement will apply.

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.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE