

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Information Technology Manager II	OFFICE/BRANCH/SECTION D20/IT/Infrastructure Mgmt Div/IT Operations-North Br	
WORKING TITLE Chief, IT Operations, Northern California	POSITION NUMBER 900-170-1406-003	EFFECTIVE DATE 01/03/2022

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 general direction from the Chief Technology Officer (CTO), the incumbent serves as Chief of IT operations for the Northern California (ITOps NorCal) districts. The IT operations for Northern California is part of the Caltrans IT Infrastructure Management Division (IMD). The incumbent oversees the IT operations for six districts which include District 1, 2, 3, 4, 6 and 10. The incumbent has full management responsibility for policies, standards, processes, procedures for the analysis, design, implementation, maintenance and operation of IT services in the above mentioned districts.

DOMAIN: Client Services

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.

- **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 - Engagement, Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity)
- **Understanding Others/Motivation:** Understands why groups do what they do and their motivation. Is able to look from multiple perspectives in order to understand others. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Influencing Others:** The ability to gain the support of others for ideas, proposals, projects and solutions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

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35%	E	<p>Leadership: The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the IT operations for six Northern California districts. 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 the IT services following enterprise architecture principles and ensuring alignment with business needs. Oversees market analyses, proof of concepts, and pilots of emerging technologies and makes recommendations for adoption. Represents the IMD Chief in internal and external meetings.</p>
30%	E	<p>Management and Supervision: The incumbent serves as Chief of IT operations for the Northern California (ITOps NoCal) districts including District 1, 2, 3, 4, 6 and 10. The incumbent oversees the IT operations for six districts through six direct reports ranging from IT Supervisor IIs and IT Manager Is. The incumbent provides leadership for developing and maturing the personnel infrastructure required to achieve the mission, goals and objectives of the IMD. 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 branch-wide 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 operations for the Northern California districts.</p>
30%	E	<p>Policy and Planning: 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 policies and procedures; and has broad authority for recommending and implementing division and branch-wide policies with significant impact on IMD as it relates to the infrastructure management framework. Establishes and maintains technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the Northern California districts. 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 IT projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the Agency Information Management Strategy planning. Develop Budget Change Proposals as required to obtain resources to support the Caltrans IT infrastructure.</p>
5%	M	<p>The incumbent conducts analysis relative to IT trends and best practices in order to maintain operational readiness + and to be continuously prepared for future technologies and operational capacity needs, utilizing inputs from staff, clients, peers and independent research in accordance with the direction of the Caltrans CIO, the department's executive management, and applicable sections of the State Administrative Manual and Statewide Information Management Manual. 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.</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

This position oversees and manages IT operations for six districts including District 1, 2, 3, 4, 6 and 10. The incumbent directly supervises IT Manager Is and IT Supervisor IIs. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Districts to ensure success of the IT Performance Management Programs.

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.

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The incumbent must have the ability to: Develop and evaluate alternatives, make sound recommendations and decisions, and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of all levels in the organization; and effectively contribute to the department's equal employment opportunity objectives. Act tactfully in difficult situations; negotiate and resolve issues without confrontation; communicate effectively; make oral presentations at the appropriate level; act independently with flexibility and tact, and lead and motivate staff and team members.

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 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

The incumbent performs work indoors under artificial lighting in an office environment 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; may travel to various Caltrans locations to provide expertise for IT operations.

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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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