STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT
PM-0924 (REV 01/2022)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Manager I	HQ/IT/ADSD/Mobile/Web Applications & Web Support	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Section Chief, Mobile/Web Applications & Web Support Section	900-170-1405-021	12/05/2022

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 of the Branch Chief, Enterprise Operation Services, within the Application Development & Support Division, the incumbent serves as the Section Chief of the Mobile/Web Applications and Web Support Section. This section is comprised of IT professionals in various classifications ranging from an IT Associate to IT Specialist II, who are responsible to maintain and support the Caltrans custom web and mobile application portfolio. The incumbent has full management responsibilities to implement, maintain and support the analysis, design, development, testing and deployment of Mobile/Web applications and the management of the departments external and internal web presence. The incumbent directly manages all aspects of the project life cycle and works with matrix IT functions to oversee all System Development Life Cycle (SDLC) phases of a project. The incumbent has full management responsibility for organizing, planning, coordinating, directing and controlling all activities associated with the day-to-day operations of the Mobile/Web Applications and Web Support Section. The incumbent also provides leadership for the section.

Domains:
Software Engineering
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. (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 - Engagement, Integrity, 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. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)

- **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, Integrity, Pride)

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

- **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)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]	Job Description
40% E	**Management and Supervision** The incumbent manages and provides leadership to the Mobile/Web Applications and Web Support Section's people, processes and technology. 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 section is responsible for managing the Caltrans Mobile/ Web application portfolio as well as the departments external and internal web presence. Manage and supervise staff to effectively deliver solutions that support Caltrans daily business operations and implement continuous process improvements. The incumbent has full management responsibilities in 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. Assign, monitor and control the workload of subordinates and provide guidance and directions to achieve the section's desired outcomes. 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 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.
30% E	**Operations and Change Management** Manages and directs all the activities associated with the daily operations of the Mobile/Web Applications and Web Support Section. Oversee and direct staff, who are responsible to gather requirements, perform analysis, design, develop, test, implement, and maintain the new applications and/or enhancements to existing applications as requested by the business area. Direct staff who are responsible for managing and maintaining the departments Web Content Management Systems. Work collaboratively with business program areas ensuring American With Disability Act (ADA) conformance for publicly available web content. Establishes and maintains standards, processes and procedures to maintain and operate all the business applications supported by this section. Partner with business owners and key stakeholders to prioritize and plan application change requests and web content design/modification requests and develop staff allocation plan to handle the workload. 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 to maintain a positive relationship with customers and manage the people side of change to achieve required business outcomes.
25% E	**Project Management and Planning** 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. 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 participates and provides recommendations to develop an application architecture roadmap that supports the core business applications. Participates in tactical and strategic planning efforts to produce the section's 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 applications. Participates in California State Transportation Agency's (CalSTA) presentations and meetings as needed.

5%	M	Communication
		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.

[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 supervises IT professionals in various IT classification levels ranging from IT Associate to IT Specialist 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 development life cycle, 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 and 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 or other Stale 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 in a climate-controlled environment under artificial lighting.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs.

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Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. The selected candidate may be required to travel to the headquartered location. All expenses to travel to the headquartered location will be the responsibility of the selected candidate.

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.

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