

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION ADSD/EASB/App Arch BI & Bimodal Support	
WORKING TITLE Salesforce Developer	POSITION NUMBER 900-170-1401-033	REVISION DATE 05/15/2024

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 supervision of the IT Supervisor II over the Bimodal Support Unit, the incumbent will function as a journey-level developer/technical specialist to support and maintain the Caltrans application portfolio. The full responsibilities include analysis, design, development, test, implement, maintain, fix defects, application enhancement, monitor and operational support. Develop interfaces between different systems, web application configuration, develop reports and other necessary technical outputs. The incumbent participates in the system analysis, development and documentation of new system design specifications, processes and procedures that align with Caltrans application development standards and best practices. Participate and contribute to project planning, project status reports, technical oversight, procurement management, quality and scope management. The incumbent must have the ability to understand and apply information engineering, data and process models, web-based technologies, and agile software development and methodologies. Participates in special IT projects as required. The incumbent should have in-depth knowledge of the Software Development Life Cycle (SDLC), Change and Release Management processes, and Operation and Maintenance of applications to ensure business continuity.

The incumbent will primarily focus on Salesforce development, design, develop, configure and customize integrations between platforms such as ServiceNow and Internal Systems using REST APIs. The incumbent will develop, customize, support and maintain web applications using Apex, Visualforce and .NET framework.

Domains:

Software Engineering

CORE COMPETENCIES:

As an Information Technology Associate, 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **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 - Engagement, Innovation, Integrity)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (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. (Cultivate Excellence, 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 - Engagement, 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 - Engagement, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

- **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 - Engagement, Innovation, Integrity)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
45%	E	Systems Design/Development The incumbent analyzes, designs, develops, implements, maintains and documents coding solutions to meet departmental business requirements, participates in system software engineering design activities associated with design/build techniques, performs coding using Web based application development tools to design interfaces, web services, write back-end database scripts to perform data manipulation, build ad hoc reporting tools, develops and implements migration, conversion and interface strategies for the technology refresh projects; follows departmental policies and procedures. Estimates the effort required to produce required system changes. Incumbent ensures that all departmental standards and methodologies are followed in developments and enhancement activities. Works closely with Business Analyst, application architecture unit, other programmers, database administrators, system administrators, quality control unit, release manager and program areas to ensure that the technical deliverable is of quality and meets the specified customer requirements timely.
20%	E	Systems Analysis The incumbent is responsible for the efficient delivery, quality, and completeness of all technical deliverables on new development projects or on major enhancements to existing systems. Consults with lead team members, management on the planning, development, implementation, and coordination of IT issues. Provides technical deliverable status to the project manager and assesses the impact of potential scope changes. Sets up a change control life cycle as required for new development effort. Assigns project tasks to business analyst and technical staff and verifies completion of assigned work. Coordinates work assignments with database administrators, system administrators, and programs areas during the development and roll out process. Actively participates in conferences, meetings, hearings, or presentations involving problems or issues of considerable consequences or importance.
15%	E	Systems Test The incumbent organizes, plans and develops test use cases and System Test Specifications; collaborates with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; develops, maintains and follows established technology practices, processes and procedures for unit testing, system testing, performance testing, etc.
15%	E	Systems Maintenance and Operations Performs administrative activities, system account management, monitors system performance, performs health checks, monitors systems for proper operations; performs system upgrades, manages and remediates security vulnerabilities and threats; troubleshoots and resolves very complex system anomalies; develops, maintains and follows established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; develops and maintains Systems Maintenance Manuals, notifies customers and stakeholders of issues affecting system performance/anomalies and maintenance service windows.
5%	M	The incumbent trains, and helps in on board new hires, attends IT meetings and forums when required to enhance and support departments operational needs. Perform other duties as required.

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 has no direct supervisory responsibilities. However, this position does require the incumbent to lead teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge in Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation

POSITION DUTY STATEMENTPM-0924 (REV 01/2022)

methodologies and techniques.

Ability to formulate and recommend policies 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.

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 may prevent the incumbent from effectively supporting the Department's IT projects.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with program, technical and IT staff and management within the Department. In performing the responsibilities of this position, the incumbent may initiate contacts with other departments, have contact with Government and/or Control Agencies such as the Department of General Services or the Department of Technology Services; vendors of commercial tools that may be adopted by the Department; or outside consultants concerning successful project delivery.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical Requirements - The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

Mental Requirements - Be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional Requirements - Be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, the incumbent will perform work indoors in a climate-controlled environment under artificial lighting with a personal computer in an office/cubicle setting. Employee may be required to travel. Some weekend or after hours work may be required. 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. If the incumbent uses their personal vehicle they will be reimbursed for travel expenses. When available, a State vehicle will be provided. Infrequent out-of-town travel may be required to assist with desktop support activities in local Caltrans districts. Possession of a valid driver's license is required when operating a state owned or leased vehicle.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

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
------------------------	------