

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION IT/IMD/Network Operations Access Control/Network Ops Office	
WORKING TITLE Network Administrator	POSITION NUMBER 900-170-1401-924	REVISION DATE 11/06/2024

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 an IT Supervisor II, the incumbent serves as a Network Administrator in the Systems Engineering and Client Services Domains. The incumbent is based in the Sacramento Headquarters office and provides statewide network engineering support for Caltrans business operations.

**MAJOR FUNCTIONS:**

The incumbent works collaboratively with management and staff to provide administrative and technical support for the Wide Area Network (WAN), Local Area Network (LAN), Metropolitan Area Network (MAN), telecommunications, Domain Name System (DNS), Voice and Data network convergent technologies, load balancers, network switches, routers, firewalls, access control appliances, wireless controllers and access points, network monitoring and managements systems, etc. The incumbent performs a variety of activities of the System Development Lifecycle which includes systems: analysis, design, build, test, maintenance, and operations. Additionally, the incumbent provides support for all phases of network device life cycle management including procurement, deployment, installation, configuration, maintenance, and operations, and surplus. The incumbent provides training in the configuration and use of network technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques in compliance with the State Administrative Manual and other applicable policies and regulations. The incumbent also performs functions including, but are not limited to, researching, writing, reporting, presenting, etc.

**DOMAINS:**

System Engineering  
Client Services

**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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First - Integrity)
- **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 - Engagement)
- **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 - Innovation)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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 - Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Engagement)

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- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Innovation)

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
30%	E	<b>Systems Maintenance and Operations</b> The incumbent performs health checks on systems, monitoring systems for proper operations; performing systems upgrade, managing and re-mediating security vulnerabilities and threats; troubleshooting and resolving a variety of system anomalies; developing, maintaining, and following established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; developing and maintaining Systems Maintenance Manuals.
25%	E	<b>Systems Analysis</b> The incumbent organizes, plans, documents, and analyzes business and technical requirements; develops System Requirements Specifications; analyzes, troubleshoots, resolves, and reports systems anomalies; performs research, evaluates products, and makes recommendation for adoption; produces specifications and build of materials for purchase requisitions.
20%	E	<b>Systems Build</b> The incumbent performs systems installation and configuration systems/applications in various compute environments including development, test, staging and production; developing, maintaining, and following established technology practices, processes, and procedures for configuration management, change management and release management.
10%	E	<b>Systems Test</b> The incumbent will engage in organizing, planning, and developing 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.
10%	E	<b>Systems Design</b> The incumbent performs systems design activities associated with solution architecture and infrastructure for business and technical problems, performs system modeling and prototyping to provide effective design solutions, develops System Design Specifications to meet business and technical requirements.
5%	M	The incumbent will perform other related 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**

The incumbent has no direct supervisory responsibilities. However, this position may require working with small to mid-size teams to achieve common goals and objectives.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

**Knowledge of:** Information technology governance principles and guidelines to support decision making; 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 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;

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and assess and understand business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

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### 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 significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies concerning IT technology related to the performance of this position.

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### 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.

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### WORK ENVIRONMENT

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.

If not working remotely, the employee will work in a climate-controlled office under artificial lighting using a personal computer.

The employee may be required to occasionally work overtime outside of normal work hours to resolve problems. Applicable compensation will follow the current and appropriate bargaining unit contract.

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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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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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

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