STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Specialist I	IT/ADSD/Mobile & Web Applications and Web Support Section	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Software Developer	900-170-1402-924	12/17/2024

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the direction of the IT Supervisor II over the Web Support Unit, the incumbent is responsible for designing, developing, implementing, optimizing, and maintaining complex web-based solutions, including enterprise Sitecore Content Management Systems (CMS) and web applications using a variety of technologies. The incumbent applies knowledge in working with HTML, CSS, JavaScript frameworks, and back-end .NET to develop and maintain websites on Sitecore platforms. The incumbent will utilize ASP.NET MVC, Sitecore MVC, and Helix principles, REST, Web API SOLR, xConnect, and Azure services. The incumbent will architect, develop, and maintain the Sitecore and Microsoft Azure solutions to ensure optimal functionality, scalability, reliability, and implementing solutions aligned with business requirements and departmental standards and best practices. The incumbent will maintain, troubleshoot, and enhance Sitecore websites and other applications including implementing updates, patches, and customizations. The incumbent will apply the latest Web Content Accessibility Guidelines (WCAG) standards and Section 508 requirements to maintain American Disabilities Act (ADA) website compliance. The incumbent will apply research and analysis responsibilities to perform testing, troubleshoot, identify, debug, and resolve Sitecore and web application issues using multiple tools and techniques. The incumbent will also participate in the development of reports, developing and maintaining technical documentation, project planning, project management, procurement management, quality management, scope management, and release management activities. The incumbent will also be proficiency in technologies including Linux, Apache, My SQL, and PHP (LAMP). The incumbent must have the ability to work independently as well as collaborate closely with cross-functional teams including IT infrastructure teams, IT security teams, consultant vendor resources, and various business programs.

Domains:
Software Engineering

CORE COMPETENCIES:

As an Information Technology Specialist 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Equity, Innovation, Integrity)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Cultivate Excellence - Engagement, 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, Advance Equity and Livability in all Communities - Equity, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity, Pride)
- **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 - Equity, Innovation, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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, Advance Equity and Livability in all Communities - Equity, 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 - Equity, Innovation, Integrity)

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- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Equity, Innovation, Integrity)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
40%	E	Web and Application Design and Development The incumbent is responsible for the analysis, design, development, and maintenance of complex enterprise internal and external websites and software applications that use a variety of frameworks and technologies. The incumbent is responsible for designing and optimizing scalable, secure, and efficient solutions that integrate with existing systems including, but not limited to Sitecore Content Management; Content Delivery; Helix Architecture; Microsoft Azure services and storage; Siteimprove workflows; configurations and permissions; and CI/CD pipelines including Azure DevOps for build automation. The incumbent will implement both Sitecore and other web applications solutions to meet business requirements and objectives, and align with IT best practices, standards, strategic goals, and ADA requirements. The incumbent will develop and maintain technical documentation including but not limited to architectural diagrams, system requirements specifications, and other technical documents. The incumbent will collaborate with stakeholders to gather and analyze business and technical requirements. The incumbent will work closely with cross-functional teams to deliver efficient, scalable, robust, and integrated solutions. The incumbent will lead and participate in release management and deployment activities. The incumbent will perform code reviews and participate in knowledge-sharing activities to foster team growth.
40%	E	Analysis and Testing The incumbent will perform unit testing, integration testing, and performance testing to ensure quality code and product delivery. The incumbent will plan and document test cases, results, and solutions for future reference. The incumbent will plan and document User Acceptance Test plans, test cases, and provide demonstrations, walk-throughs, and guidance to business stakeholders. The incumbent will perform analysis, research, troubleshooting, and resolution of all issues reported pertaining to web and software applications, will document changes, and update corresponding ServiceNow (SNOW) ticketing system as applicable.
15%	E	Maintenance and Operations The incumbent will perform routine maintenance and operations tasks including but not limited to applying software updates/upgrade, migrations, monitoring and optimizing web and software application performance, identifying and resolving security vulnerabilities, perform validations post server and database patching, and other various administration tasks. The incumbent will providing technical support to web and software application customers. The incumbent will participate in change management processes and will create change requests and provide representation on Change Approval Board (CAB) meetings.
5%	M	Other Duties The incumbent will participate in presentations, training, and the on-boarding and knowledge-sharing of new team members. The incumbent will develop and maintain various training manuals and materials, and presentation materials as needed. The incumbent will participate in conferences, meetings, or presentations as a Subject Matter Expert (SME) to represent the team by providing information or address problems or issues of considerable consequence or importance.

[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 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 IT governance principles and guidelines to support decision making; complex and mission critical business

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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; 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

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone and may be required to lift and move supplies and equipment from one location to another. The incumbent must be able to walk between multiple State buildings and have a thorough knowledge of Caltrans building locations. This is a fast-paced job with a lot of deadlines. Thus, the incumbent in this position will be required to multi-task, be open to change, adapt to changes in priorities and policies, and to complete tasks or projects with short notice. The incumbent must be able to sustain mental activity needed for problem solving which includes reading, writing, analyzing, understanding, interpreting, consulting, developing alternatives, drawing sound conclusions, and recommending, implementing and evaluating solutions. The incumbent must be able to exercise sufficient control over emotions to gain and maintain the confidence and respect of others, recognizing and acknowledging emotionally charged issues or problems and responding appropriately to them.

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 travel. When available, a State vehicle will be provided. Possession of a valid driver's license is required when operating a State owned or leased vehicle. If the employee utilizes their own personal vehicle, they may be reimbursed for travel expenses.

Some weekend or after-hours may be required. The employee must carry a cell phone and respond to calls after hours.

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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.

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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