

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Specialist I	OFFICE/BRANCH/SECTION IT/ADSD/Mobile Web App & Web Support	
WORKING TITLE Web Content Management & Accessibility Specialist	POSITION NUMBER 900-170-1402-069	REVISION DATE 09/30/2025

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 an Information Technology Supervisor II, the Information Technology Specialist I (Web Content & Accessibility Specialist) provides technical support in the Client Services and Software Engineering domains. The incumbent is responsible for creating, publishing, and maintaining digital content across Caltrans' public websites (Caltrans, CalSTA, CTC, Inspector General, Clean California) on the Sitecore Content Management System (CMS), and the Caltrans Intranet (Onramp) hosted on Drupal (transitioning from Drupal 7 to Drupal 10).

The incumbent ensures all web content meets Web Content Accessibility Guidelines (WCAG) 2.1 AA, Section 508 of the Rehabilitation Act, and State of California accessibility standards, directly supporting Caltrans' mission of improving lives and communities through transportation. The position also provides customer service and training to program staff statewide.

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, Employee Excellence - Collaboration, Equity, Innovation, Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Innovation, Integrity, Pride)
- **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. (Equity, Prosperity, Employee Excellence - Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Employee Excellence - Collaboration, Integrity, People First, Pride)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Equity, Employee Excellence - Collaboration, People First, Pride, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity, Employee Excellence - Collaboration, Integrity, People First, Pride)
- **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. (Safety, Equity, Employee Excellence - Collaboration, Equity, Integrity, People First, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Collaboration, Innovation, Stewardship)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Employee Excellence - Integrity, Pride, Stewardship)

TYPICAL DUTIES:

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

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40%	E	Web Content Management: Build, edit, publish, and maintain content across Caltrans' external websites (Caltrans, CalSTA, CTC, Inspector General, Clean California) using Sitecore CMS.Support and maintain the Caltrans Intranet (Onramp) on Drupal, including migration to Drupal 10. Apply Caltrans web standards, branding, and governance policies to ensure consistency and reliability. Troubleshoot publishing errors, broken links, and formatting issues.
25%	E	Accessibility & Compliance: Review and remediate website and intranet content to ensure compliance with WCAG 2.1 AA and ADA Section 508. Use tools such as Siteimprove, axe, and WAVE to identify, test, and correct accessibility issues. Provide guidance and training to content contributors on accessible authoring and design.
20%	E	Customer Support, Training & Collaboration: Provide responsive support to statewide program and division staff requesting content updates or technical assistance. Collaborate with business owners to translate complex transportation information into clear, user-centered web content. Develop and maintain user guides, training materials, and best practice documentation for Sitecore and Drupal authors. Conduct workshops and training sessions on web publishing and accessibility compliance. Participate in cross-training to strengthen team knowledge and resiliency.
10%	E	Quality Assurance Performs routine maintenance of Caltrans websites to resolve issues with non-standard sites and or various issues as reported. 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, and any other related tasks.
5%		Other Duties: Stay current on evolving web technologies, accessibility requirements, and CMS updates. Support audits, reporting, and special statewide digital initiatives.

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

Reports to IT Supervisor II, who provides general direction and reviews work for adherence to departmental standards and goals. 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 of IT governance principles, mission-critical business systems, and methods for designing, developing, and integrating technology using best practices. Familiarity with system design, documentation, and implementation processes.

Knowledge of web content management systems (Sitecore, Drupal), publishing workflows, and accessibility standards including WCAG 2.1 AA and Section 508. Ability to recommend policies and procedures; perform effectively in a fast-paced environment with changing priorities; apply state and departmental IT policies; and use life cycle management concepts to support systems.

Ability to publish and troubleshoot content across Caltrans' public websites (Caltrans, CalSTA, CTC, Inspector General, Clean California) and the Caltrans Intranet (Onramp) while following departmental standards.

Ability to use accessibility and QA tools (Siteimprove, axe, WAVE) to remediate issues; analyze and resolve publishing errors;

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and deliver reliable, compliant web content.

Ability to train and support contributors; collaborate with IT staff to ensure systems are secure and compliant; and explain technical requirements in plain language.

Ability to assess priorities, risks, and impacts; make sound decisions; provide timely information to executives and teams; and manage multiple requests while improving web publishing and accessibility practices in support of Caltrans' strategic goals.

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.

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