

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Supervisor II	Infrastructure Management Division/SoCal IT Ops/District 5	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Chief, District 5 IT Operations	900-175-1404-020	11/14/2025

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

GENERAL STATEMENT:

Under general direction of the IT Manager II, the incumbent serves as Chief of the District 5 IT Operations Office. This office is comprised of IT professionals in various IT classification levels ranging from an IT Associate to IT Specialist I, who are responsible for network and telecommunication administration, server support, web, application and audio visual support. The incumbent oversees complex IT functions which include in depth systems analysis, design and administration, systems integration, testing, maintenance and operations. The incumbent has full supervisory responsibilities for standards, processes, procedures for the analysis, design, implementation, maintenance, operation and procurement of software deployment and support for a wide array of software technologies. The incumbent provides full supervision of staff responsible for all activities associated with the day-to-day IT operations of District 5 San Luis Obispo Office and supported region.

DOMAIN:

Client Services

CORE COMPETENCIES:

As an Information Technology Supervisor II, 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. (Equity, Employee Excellence - Equity, Innovation)
- Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Integrity, Stewardship)
- 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. (Employee Excellence - 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. (Employee Excellence - 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. (Employee Excellence - Collaboration, People First, Stewardship)
- Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Equity, Employee Excellence - Equity, Integrity, Stewardship)
- Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Equity - Equity, Integrity, Stewardship)
- Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Equity, Employee Excellence - Equity, Integrity, People First)
- Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Employee Excellence - People First, Stewardship)

TYPICAL DUTIES:

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

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40%	E	Management and Supervision: The incumbent supervises the District 5 Office staff which is comprised of IT professionals in various IT classification levels ranging from an IT Associate to IT Specialist I, who are responsible for network and telecommunication administration, server support, web, application and audio visual support. Provides leadership for developing and maturing the personnel infrastructure required to effectively manage IT network, server, web and application services that support Caltrans business operations. Has full supervisory responsibility in the recruitment, training, development, and retention of technical IT staff and consultants. Assigns, monitors and controls the workload of subordinate technical IT staff and provides guidance to achieve desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations by ensuring section-wide application in the conduct of probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personal and organizational growth. Ensures proper documentation of the processes and procedures for the District 5 Office.
35%	E	Planning and Operations Management: As a member of the Field Operations management team, the incumbent formulates, evaluates, implements, maintains and operates the Caltrans IT enterprise services that support Caltrans business operations. Directs all activities associated with Incident Management, Request for Fulfillment, Configuration Management, and Change Management. Participates and contributes to the establishment and maintenance of technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the IT District Operations Section. Develops and administers plans, processes, procedures, and standards. Participates in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Directs and coordinates proper planning for IT projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the Agency Information Management Strategy planning. Develop Budget Change Proposals as required to obtain resources to support the Caltrans IT infrastructure.
20%	E	Leadership: The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the District 5 Information Technology Office. Provides the leadership for the development and improvement of the personnel infrastructure including the recruitment, development and retention of qualified staff. Establishes and maintains standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the District 5 Information Technology Office. Oversees market analyses, proof of concepts, and pilots of emerging technologies and recommends for adoption. Represents the IT District Operations Chief in internal and external meetings.
5%	M	Conducts analysis and writes reports related to IT trends and best practices in order to maintain operational readiness and to be continuously prepared for future technologies and operational capacity needs, utilizing inputs from staff, clients, peers and independent research in accordance with the direction of the Caltrans CIO, the department's executive management, and applicable sections of the State Administrative Manual and Statewide Information Management Manual.

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 supervises eight IT professionals ranging from IT Associate to IT Specialist I. 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

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards. The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices;

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business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives. A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: 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.

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 of other State 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 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 work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees. 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