

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Associate	Infrastructure Management Div/San Diego/Operation Svcs Unit	
WORKING TITLE	POSITION NUMBER	REVISION DATE
ITAM and Technical Support Staff	900-181-1401-004	11/26/2025

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

GENERAL STATEMENT:

Under the general supervision of the San Diego Information Technology Operations Services Unit Manager, an Information Technology Supervisor II, the incumbent provides administrative and technical support on the printers, computers, laptops, tablets, mobile devices and telecommunications services. 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 performs the activities of the System Development Life-cycle which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides end user training in the configuration and use of client technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. 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. (Employee Excellence - Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Equity - Stewardship)
- **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 - Integrity, Stewardship)
- **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 - Stewardship)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Employee Excellence - Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity - Stewardship)
- **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. (Employee Excellence - Collaboration, People First, Stewardship)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Employee Excellence - Equity, Pride, 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	Job Description
Essential (E)/Marginal (M) ¹	

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50%	E	Assist all District 11 employees as a second-tier technician of State-owned Information Technology equipment. Duties include but are not limited to hardware, software, network, and peripheral support, repair coordination and deployment. The incumbent will prioritize and resolve IT work tickets. The incumbent will also diagnose, research, and resolve computing problems of varying but generally more complex difficulty. These may include hardware issues, software installs/updates, patches, and configuration changes in response to customer-reported issues. Work closely with Desktop, Network, and Operations managers and staff to prioritize and dispatch technical support including on-site and remote locations. Coordinate with vendors, manufacturers, or consultant technical support staff in the resolution of issues, as needed.
25%	E	The incumbent will act as part of the District IT assest management team performs the activities of the System Development Life-cycle which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus.
10%	E	The incumbent will set up or install multi-vendor and multi-platform hardware, software, and workstations including but not limited to Microsoft-based systems.
10%	E	The incumbent follows established technology practices and keeps apprised of emerging trends to evaluate products and make recommendations that result in cost savings or improved services to district offices; anticipates and resolves support issues.
5%	M	Assist with Property Inventory and Control of computer equipment costing \$500 or more. Control, identify, and tag all IT equipment in accordance with State Administrative Manual Sections 8650 through 8652. The incumbent will be required to attend various meetings as assigned and may be required to prepare meeting minutes for distribution to IT staff. The incumbent will perform other duties in the specified domain (s) as needed.

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 may require the incumbent to work with small teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Life Cycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

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.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with managers and staff in Caltrans, private consultants, and vendor representatives concerning the needs and development of IT systems. While performing research, the incumbent may initiate contacts with other departments, governmental agencies, or private companies.

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 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

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respond appropriately to the needs 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. Additional physical requirements include moving various large pieces and boxes of computer hardware, carrying, pushing, pulling, bending, squatting, stooping, and kneeling.

WORK ENVIRONMENT

The incumbent will perform work indoors in a climate-controlled environment under artificial lighting. The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees.

The incumbent may be required to occasionally work overtime on an on call basis outside of normal work hours to resolve problems. The incumbent must have the ability to travel, if needed. If the incumbent has a Class C drivers license and utilizes their personal vehicle, they may 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.

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 headquarterd location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquarterd location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquarterd location will be the responsibility of the selected candidate.

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
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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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