

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Supervisor II	OFFICE/BRANCH/SECTION D20/Information Technology/ADSD/Enterprise Application Suprpt.	
WORKING TITLE EFIS/IMMS Unit Supervisor	POSITION NUMBER 900-170-1404-XXX	REVISION DATE 12/18/2025

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

GENERAL STATEMENT:

Under the general direction of the Enterprise Application Support Information Technology Manager I (ITM I) over the Enterprise Application Services Branch within the Application Development and Support Division, the Information Technology (IT) Supervisor II is responsible for planning, organizing and managing the functions or new development, production support and enhancements of the Department's Enterprise Resource Planning and various modified commercial-off-the shelf business applications, Internet and Intranet applications utilizing various Departmental development tools for internal and external customers.

The incumbent is responsible for enforcing and ensuring compliance with internal and external information technology policies and regulations and has responsibility for on-going tasks related to the IT acquisition processing that encompass one or more units, functions or processes in the Software Engineering domain. The incumbent provides direction for assignment of resources and establishes a balance among competing objectives to accomplish office goals and allocates resources necessary to implement prioritized programs, projects and tasks in support of the Department's mission and strategic goals. The incumbent is responsible for coordinating activities with internal and external entities as necessary to accomplish departmental objectives and for facilitating the identification, documentation, clarification and simplification of work processes to identify areas of improvement to increase effectiveness in providing services to the customer. The incumbent sets standards for quality services and products based on sound research, customer feedback and reasonable performance expectations.

Domain:
Software Engineering

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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, 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, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

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- Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
35%	E	Manages the new custom development efforts, testing, release, post release support, training, operation and implementation of applications mobile and web applications running on the Internet and Intranet. The incumbent is responsible for initiating, planning, executing and controlling all project activities following the Project Management Book of Knowledge (PMBOK) Project Management methodology. This includes planning and directing project tasks through project team members, maintaining and reporting project status; preparing for and facilitating project meetings, planning and directing consultant work on new development projects and interacting with Caltrans Districts and external agencies. The incumbent develops and reviews all project reporting documents.
35%	E	Manages and directs enhancement and maintenance efforts, testing, training, implementation, release, post-release and operation of a number of applications running on the Internet and Intranet. This includes planning maintenance releases based on customer priorities and needs; developing related work plans and schedules; verifying business requirements, functional and technical specifications; and execution of test plans and implementation using Caltrans internal Release Management methodology, which includes Change Control activities; communicate and protect the Caltrans network, critical applications and systems. The incumbent will also be responsible for preparing for and facilitating planning meetings, planning and directing consultant work on enhancement efforts; and reporting and providing status to Caltrans management and staff, and internal and external agency customers.
15%	E	The incumbent will provide leadership, mentoring, performance evaluation, direction and work assignments for staff. Establishes and communicates job performance standards and expectations, and evaluates job performance. Prepares performance appraisals and takes necessary corrective and/or disciplinary action, when necessary. Actively participates in selection interview and hiring decisions, provides orientation, training and guidance as needed to develop staff.
10%	E	Reviews and provides feedback on new development efforts including but not limited to project proposals and task orders which align with Caltrans Business and Strategic Plans, policies, standards and Departmental goals and objectives. Assist with development or develop Budget Change Proposals (BCPs), as needed.
5%	M	Lead the Enterprise Application Support Section during the Chief's absence. The incumbent will perform other duties within the specified domains.

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

Directly supervises, directs and manages the activities of Information Technology professionals including staff at the Information Technology Specialist I, Information Technology Associate level, consultants and contract developers.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: The principles of personnel management, supervision and training; the organization's mission, policies, principles and practices; 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.

Ability to: Supervise technical personnel; plan; administer, and monitor expenditures; assess, analyze, and identify information

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technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary 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.

The incumbent must have an understanding of the principles and practices of public administration, including supervision and management, cost/benefit analysis, budgeting, project management, and release and change management. He/she must be able to set branch objectives, develop comprehensive work plans, and evaluate the effectiveness of staff in accomplishing those objectives and work plans. The incumbent must have a thorough understanding of current technology environments. Must be capable of dealing effectively with Information Technology (IT) customers, staff, and departmental management; and developing and presenting effective written and oral presentations. He/she must have the ability to coordinate and direct the activities of IT staff; make effective use of interdisciplinary teams; develop and evaluate alternatives; make definitive decisions and take appropriate action; and establish and maintain priorities.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The manager is closely involved in the allocation of IT resources (employees and equipment) for enterprise architecture and application development, and system maintenance. His/her decisions have a significant impact on the success of the Department. Failure to implement and maintain secure systems and deliver enhancements on a timely basis may impact the ability of the Department to pay its employees or business partners.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with Caltrans executives, user management, vendors and contractors, IT senior and subordinate staff. He/she has occasional contact with Caltrans executives, District Directors and program managers. The incumbent has occasional contacts with the CA Department of Technology, Department of Finance, Department of General Services, the State Controller's Office and representatives from Federal and Local agencies. The incumbent has infrequent contact with the public.

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
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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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