STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT
DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Associate	IT/ADSD/Mobile & Web Applications and Web Support Section	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Web Content Accessibility Support and Development Analyst	900-170-1401-039	

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 Information Technology Supervisor II, the Information Technology Associate provides maintenance and support for Caltrans internal and external websites supported by the Web Design and Support Unit. The incumbent supports two content management system (CMS) stacks, Drupal and Sitecore, and performs day-to-day web operations for both the Caltrans intranet and internet. The incumbent publishes and maintains web content, troubleshoots content and presentation issues, supports routine CMS maintenance tasks, and coordinates with technical teams and business partners to resolve issues and meet publishing timelines.

The incumbent ensures compliance with Caltrans web standards and accessibility requirements by performing accessibility reviews for web pages and posted documents, documenting findings, and coordinating remediation with content owners and technical staff. The incumbent supports accessibility conformance aligned to Web Content Accessibility Guidelines (WCAG).

The incumbent will support ongoing platform work for the Caltrans intranet, including support and maintenance activities during the Drupal intranet migration from Drupal 7 to Drupal 10. The incumbent assists with content updates, issue triage, testing support, and post-change validation as part of normal web support operations.

Domains: Software Engineering

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 - Integrity, Pride)

- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Collaboration, Integrity, 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. (Employee Excellence - Integrity, 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. (Employee Excellence - People First, Pride, Stewardship)

- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, People First, Stewardship)

- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, People First, 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)

- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Pride, Stewardship)

- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Collaboration, Integrity, Stewardship)

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TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]		Job Description
40%	E	**Website Operations and CMS Support (Drupal and Sitecore):**

The incumbent provides day-to-day support and maintenance for Caltrans internal and external websites hosted on Drupal and Sitecore content management system (CMS) platforms. The incumbent supports publishing workflows, content updates, navigation and link fixes, media updates, and routine content troubleshooting. The incumbent triages incidents, documents symptoms and resolution steps, and coordinates with developers, system administrators, and content owners to resolve issues. The incumbent supports intranet and internet site operations, including support and maintenance activities during the Drupal intranet migration from Drupal 7 to Drupal 10, and assists with testing and validation as changes occur.

30%	E	**Web Accessibility and Standards Compliance (Pages and Documents):**

The incumbent ensures Caltrans websites and posted documents meet accessibility requirements and Caltrans web standards. The incumbent performs accessibility reviews for web pages and documents, identifies deficiencies, documents findings, and coordinates remediation with content owners and technical staff. The incumbent validates corrections and supports ongoing compliance through repeatable checklists, guidance, and quality checks. The incumbent supports ADA and Section 508 compliance efforts as part of routine web support operations.

20%	E	**Website Support Development and Enhancements:**

The incumbent performs support-focused development and minor enhancements under established patterns and team standards. The incumbent updates templates, components, styles, and front-end code as needed to resolve defects or improve usability. The incumbent supports testing across browsers and devices, verifies fixes in lower environments, and documents changes for release and operational continuity. The incumbent works alongside senior staff on more complex assignments and escalates issues that require deeper engineering changes.

5%	M	**Other Duties**

The incumbent attends meetings to represent the unit or section. The incumbent participates in knowledge sharing, documentation updates, and required trainings. Other related duties as assigned.

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

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Knowledge in Information technology governance principles and guidelines to support decision making; complex and mission critical business 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
Physical Requirements - The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

Mental Requirements - Be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional Requirements - Be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

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.

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