

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Specialist I	OFFICE/BRANCH/SECTION IT/ADSD/Mobile & Web Applications and Web Support Section	
WORKING TITLE Web Management Developer Specialist	POSITION NUMBER 900-170-1402-076	REVISION DATE 01/27/2026

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 the IT Supervisor II over the Web Support Unit, the incumbent is responsible for the development and maintenance of complex web-related projects undertaken by the unit and is involved with web enhancement projects ranging in size and complexity. The incumbent must have the ability to work independently, lead projects to support all Caltrans website design, maintenance, enhancements, new website development using departmental standards with the experience using Web Content Management platforms such as Drupal and Sitecore. Experience with responsive page layout (Bootstrap or Foundation) is required, as well as expert troubleshooting using multiple browsers, debugging, and testing techniques.

The incumbent is required to have familiarity with Section 508 (ADA) accessibility and Web Content Accessibility Guidelines (WCAG) 2.1 or the latest web standards and compliance requirements. Responsibilities include designing, developing, maintaining, and enhancing internal and external-facing websites; developing reports and other outputs; and participating in the development and documentation of new designs, specifications, and procedures while adhering to departmental standards. The incumbent manages web-based projects, including project planning, status reports, technical oversight, quality, and scope management. The incumbent applies expert knowledge in PHP, MySQL, the LAMP Stack, JavaScript, HTML5, and CSS3, and maintains familiarity with other technologies such as .NET MVC, MS SQL Server, C#, and ASP to implement innovative solutions and provide comprehensive maintenance/operational support.

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. (Equity, Employee Excellence - Innovation, Integrity, People First)
- **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, People First, 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, Prosperity, Employee Excellence - Innovation, Integrity, People First, 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 - Innovation, People First, Pride, Stewardship)
- **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, 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, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Collaboration, Innovation, Stewardship)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - Innovation, Integrity, Stewardship)

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TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	<p>Analysis and Maintenance</p> <p>Independently analyze the business requirement of Caltrans websites to identify areas for improvement, document problems, and implement change recommendations. To utilize business analytics that will help the customers make better decisions, the incumbent will independently analyze websites related to statistical data and web accessibility reports to identify problems and accessibility deficiencies and recommend changes and remediation. Will assist and work independently on enhancements, site maintenance, content oversight, meets with customers to review, discuss, and document business needs and problems. The incumbent will lead technical team members and consultants for efficient delivery, quality, and completeness of all technical deliverables on new website development projects and significant enhancements to existing web pages. Consults with and advises teams and management on the planning, development, implementation, and coordination of IT issues. Participate and assess in impact analysis, provides status on technical deliverables to the project manager and team leads. Assigns project tasks to business analysts, technical staff, and verifies completion of assigned work. Evaluates completed work to ensure that existing departmental standards and policies are followed in design and development activities. Coordinates and leads work assignments with database administrators, system administrators, and program areas during the development and rollout process. Actively participates in change management and project meetings involving problems and/ or issues of considerable consequences or importance.</p>
40%	E	<p>Design and Development</p> <p>The incumbent is responsible for the development and maintenance of complex websites and works independently performing site design and development for these more complex assignments. The incumbent is responsible for one or more aspects of planning, analysis, design, development, testing, and maintenance of ADA compliant internal and external Caltrans websites. The incumbent is responsible for validating, verifying, and documenting all existing and new website development and deployment efforts. The incumbent will be part of a team responsible for the modernization and replacement of Caltrans internal and external websites to the Caltrans standard Web CMS platform. The incumbent is responsible for the design, development, maintenance, enhance Caltrans websites, developing reports and other outputs, leading the development, documentation of procedures, and performing system walk-through to apply and enforce web accessibility and design standards. The incumbent is responsible for ensuring that all web pages are ADA compliant and adheres to Caltrans Web standards and governance.</p>
15%	E	<p>Quality Assurance</p> <p>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, etc.</p>
5%	M	<p>Other Duties</p> <p>The incumbent participates in presentations, training and on-boarding new team members, creating training manual, presentations for websites, develop documentation of discoveries and technologies the department may have an interest in, including customer problem-solutions. Presentations may be given to a wide range of participants from field workers to upper management. The incumbent participates in conferences, meetings, and hearings.</p>

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 does require the incumbent to lead teams to achieve common goals and objectives.

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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

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