

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Manager I	OFFICE/BRANCH/SECTION GIS/ISB/IMD/IT/HQ	
WORKING TITLE Chief, GIS Infrastructure Unit (Geographic Information System)	POSITION NUMBER 913-155-1405-913	REVISION DATE 09/04/2025

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 Chief, Infrastructure Services Branch (IT Manager II), the incumbent serves as the Chief of the Enterprise GIS Infrastructure IT Office. The office consists of IT professionals across multiple classification levels, ranging from IT Associate to IT Specialist II, who support the management and advancement of Caltrans' enterprise GIS infrastructure and applications. The incumbent provides leadership and oversight of highly complex IT functions, including advanced systems analysis, design and administration of GIS services, enterprise application administration, systems integration, testing, maintenance, and operations. The IT Manager has full management responsibility for establishing and enforcing standards, processes, and procedures related to the analysis, design, implementation, maintenance, operation, and procurement of GIS technologies and solutions. In addition, the incumbent is responsible for organizing, planning, coordinating, directing, and controlling all activities associated with the daily operations of the Enterprise GIS IT Office, ensuring alignment with business objectives and enterprise IT strategies.

Geographic Information Systems, Server, GeoDatabase, Software Engineering, Systems Engineering

**CORE COMPETENCIES:**

As an Information Technology Manager 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.

- **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. (Employee Excellence - Innovation, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Prosperity - Innovation, Integrity, 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. (Employee Excellence - Innovation, 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 - Collaboration, Innovation, 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. (Employee Excellence - Collaboration, Innovation, Integrity, Pride, 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 - Collaboration, Innovation, Integrity, 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 - 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 - Innovation, Pride, Stewardship)
- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Prosperity - Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	<p><b>Management and Supervision:</b> The incumbent manages the Enterprise GIS Section, providing leadership in people, processes, and geospatial infrastructure technologies. They establish section-level goals and objectives aligned with organizational IT strategies, developing operational plans that support backend GIS operations while maintaining budget efficiency. This role emphasizes the management of enterprise GIS infrastructure, including servers, geo databases, cloud environments, system integrations, security, and, ensuring reliable performance and scalability of GIS platforms. Key responsibilities include supervising GIS administrators and system specialists to effectively maintain backend systems, support enterprise applications, and ensure availability of geospatial services that enable decision-making across the organization. The incumbent must be able to manage multiple priorities such as system upgrades, data migrations, infrastructure optimization, and technology innovation with minimal oversight. Full management responsibilities include recruitment, training, development, and retention of staff, including backend technical specialists and supervisors. The incumbent assigns, monitors, and manages workloads, providing technical and strategic guidance to ensure the successful implementation and sustainability of enterprise GIS environments. The role also involves establishing system performance standards, monitoring protocols, reporting requirements, and ensuring compliance with IT security, GIS architecture best practices, and enterprise standards. Additionally, the incumbent represents the Branch or Division Chief in meetings with internal stakeholders, enterprise architects, and vendors, while staying current with evolving GIS infrastructure technologies, cloud solutions, and industry practices to strengthen the organization's backend geospatial capabilities.</p>
35%	E	<p><b>Planning and Operations Management:</b> As a member of the IMD management team, the incumbent formulates, evaluates, implements, maintains, and operates Caltrans' enterprise GIS systems to support business operations. They direct all activities associated with Incident Management, Request Fulfillment, Configuration Management, and Change Management related to GIS platforms and services. The role includes contributing to the development and enforcement of technology practices that establish standards, processes, and procedures for the analysis, design, implementation, maintenance, and operation of enterprise GIS solutions. The incumbent develops and administers GIS-specific plans, processes, procedures, and standards, while also participating in tactical and strategic planning efforts such as the annual business plan, spending plan, training plan, and IT strategic plan. They provide direction and coordination to ensure GIS projects and work efforts are effectively planned and delivered on scope, on time, and within budget. Additionally, they contribute to the Agency Information Management Strategy planning and develop Budget Change Proposals, as needed, to obtain resources that support Caltrans' GIS infrastructure.</p>
20%	E	<p><b>Leadership:</b> The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the GIS-IT. 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 GIS-IT. Oversees market analyses, proof of concepts, and pilots of emerging technologies and recommends for adoption. Represents the Chief, Infrastructure Services Branch in internal and external meetings.</p>
5%	M	<p>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. The incumbent will perform other related duties in the specified domain(s) as needed.</p>

<sup>1</sup>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**

Daily contact with IT & GIS departmental managers, supervisors, staff at all levels, representatives from other State departments, and members of the public.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: 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

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Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives. 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. Geographic Information Systems, Server, GeoDatabase, Software Engineering, Systems Engineering.

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

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent is responsible for extensive knowledge of IT & GIS 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 participates in meetings and negotiations with Federal, State, Regional, and Local Agencies, and the public concerning the policy, scope, and content of the GIS Infrastructure Unit. Communicate the status of current projects and programs being addressed within the Department by management, including the Director, Deputy Directors, Division Chiefs, as well as substantial contact with the various districts at the District Director and Deputy District Director levels.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Incumbent must be able to develop cooperative and professional working relationships with peers, superiors, within the Department and outside and be able to work independently as well as a team member.

**WORK ENVIRONMENT**

Most of the work will be performed in the office with coordination with the other staff and using project files and computer systems. Some travel will be required to attend monthly, quarterly or annual meetings and/or training sessions as a participant or to provide training to the districts and local agencies.

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.

Travel may be required on occasion to support other Caltrans offices. If the incumbent has a Class C driver's license and utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a state vehicle will be provided.

Some weekend or after-hours work may be required.

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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.

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE