

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Manager II	OFFICE/BRANCH/SECTION Infrastructure Management Division	
WORKING TITLE Chief, Infrastructure Service Branch	POSITION NUMBER 900-170-1406-002	REVISION DATE 04/13/2026

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

**GENERAL STATEMENT:**

Under administrative direction from the Chief Technology Officer (CTO), the incumbent serves as Chief of the Infrastructure Service Branch (ISB) which is comprised of the multidisciplinary offices of; Database and Middle-ware Management, Server Infrastructure Identify Management, and Storage Engineering and Data Protection. The ISB Chief oversees one of the most complex infrastructures in the State and has full management responsibility for policies, standards, processes, procedures for the analysis, design, implementation, maintenance and operation of Caltrans' IT infrastructure. The ISB Chief has full management responsibility for organizing, planning, coordinating, directing and controlling all activities associated with the day-to-day operations of the ISB.

**DOMAINS:**

Client Services

Software Engineering

System Engineering

**CORE COMPETENCIES:**

As an Information Technology Manager 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. (Equity - Collaboration, Innovation, Integrity, Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Equity - Innovation, Integrity, Pride, 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, Employee Excellence - Collaboration, Innovation, 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. (Equity, Employee Excellence - Collaboration, Equity, Integrity, People First, Pride, Stewardship)
- **Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Equity, Employee Excellence - Collaboration, Equity, Innovation, People First, Stewardship)
- **Understanding Others/Motivation:** Understands why groups do what they do and their motivation. Is able to look from multiple perspectives in order to understand others. (Equity - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Influencing Others:** The ability to gain the support of others for ideas, proposals, projects and solutions. (Equity - Innovation, People First, Stewardship)
- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Equity - Equity, Innovation, Integrity, Pride, Stewardship)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Equity - Innovation, Integrity, Pride, Stewardship)

**TYPICAL DUTIES:**

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

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35%	E	<p><b>Leadership:</b></p> <p>The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the Caltrans IT infrastructure operations. 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 Caltrans IT infrastructure following enterprise architecture principles and ensuring alignment with business needs. Oversees market analyses, proof of concepts, and pilots of emerging technologies and makes recommendations for adoption. Represents the IMD Chief in internal and external meetings.</p>
30%	E	<p><b>Management and Supervision:</b></p> <p>The incumbent manages the core IT infrastructure functions which are comprised the Database and Middle-ware Management Office, Server Infrastructure and Identity Management Office, and Storage Engineering and Data Protection Office through three direct reports at the Information Technology Manager I level. The incumbent provides leadership for developing and maturing the personnel infrastructure required to achieve the mission, goals and objectives of the ISB. Participates in the recruitment, training, development, and retention of staff including managers, supervisors, technical staff and consultants. Assigns, prioritizes, monitors and controls the workload of subordinate managers and provides guidance to achieve desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations by ensuring branch-wide application in the conduct of probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personal and organizational growth. Provides a work environment that fosters productivity and job satisfaction for staff. Ensures proper documentation of the processes and procedures for ISB operations.</p>
30%	E	<p><b>Policy and Planning:</b></p> <p>The incumbent serves as a member of the Division's senior management team; has a major role in the formulation, evaluation and implementation of departmental policies and procedures; and has broad authority for recommending and implementing division and branch-wide policies with significant impact on IMD as it relates to the infrastructure management framework. Establishes and maintains technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the Caltrans IT infrastructure. Engages in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Ensures proper planning for IT projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the Agency Information Management Strategy planning. Develop Budget Change Proposals as required to obtain resources to support the Caltrans IT infrastructure.</p>
5%	M	<p>The incumbent conducts analysis relative 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. Prepares a variety of informational and status reports pertaining to projects, work initiatives, recommendations and requests for approval among others. Prepares and delivers executive level presentations for internal and external audiences.</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**

This position oversees and manages three offices which include the Database and Middle-ware Management Office, Server Infrastructure and Identity Management Office, and the Storage Engineering and Data Protection Office. The incumbent directly supervises three IT Manager I's and two IT Specialist III's. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Districts to ensure success of the IT Performance Management Programs.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent must have knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to information technology; the department's goals, objectives, policies, and procedures; a manager's role in complying with the departments Equal Employment Opportunity policies and practices.

The incumbent must have the ability to: Develop and evaluate alternatives, make sound recommendations and decisions, and

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take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical information technology terms into everyday language; gain and maintain the confidence and cooperation of all levels in the organization; and effectively contribute to the department's equal employment opportunity objectives. Act tactfully in difficult situations; negotiate and resolve issues without confrontation; communicate effectively; make oral presentations at the appropriate level; act independently with flexibility and tact, and lead and motivate staff and team members.

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**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 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.

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**PUBLIC AND INTERNAL CONTACTS**

The incumbent interacts with IT executive leadership, staff of other State Agencies including State Control Agencies, staff from local governmental agencies and staff working in the private sector to coordinate and respond to inquiries related to Division operations. In performing the responsibilities of this position, the incumbent may have contact with other departments, governmental agencies or private companies concerning information technology and business management best practices. Must develop and maintain strong working relationships with others.

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**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 travel between multiple State buildings. 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.

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**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 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.

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.

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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

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