

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION DES/Admin/OBOS/BSB FMP	
WORKING TITLE Telecommunications Analyst	POSITION NUMBER 559-045-5393-065	REVISION DATE 04/21/2026

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 a Supervisor I, Chief, Business Services Branch (BSB), the Analyst II, in a customer service environment, has full responsibility for managing the Division of Engineering Services (DES) statewide telecommunication, which includes tracking and monitoring wireless, VoIP, and landline telecommunication costs and operations.

CORE COMPETENCIES:

As an Analyst 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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Innovation)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Equity)
- **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 - Pride)
- **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)
- **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. (Employee Excellence - People First)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - People First)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Employee Excellence - Pride)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation)
- **Technical Expertise**: Depth of knowledge and skill in a technical area. (Employee Excellence - Pride)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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50%	E	Incumbent is independently responsible for the full range of duties necessary to effectively administer DES telecommunications program for VoIP lines, softphones and wireless devices for over 1,400 employees statewide. Serves as the sole contact and acts on Division of Engineering Services behalf in communicating with wireless providers, vendors, Caltrans IT Management Support, Caltrans lead Agency Telecommunications Representative (ATR), Caltrans Accounting staff in both Utilities Payment Section and Commodities Payment Section. Analyzes and solves difficult technical budget issues. Approves or denies requests for wireless devices based on established criteria. Analyzes and interprets current wireless device policies, analyzes and justifies zero phone usage reports. Monitors to ensure that: 1) any identified charging errors are corrected as quickly and efficiently as possible and 2) affected staff is aware of proper charging procedures. Reviews and monitors phone usage by analyzing telephone and wireless device bills and prepares monthly status reports. Determines appropriate wireless device and network for each customer. Receives and logs equipment and user info, programs device(s) for the end user, and works with the appropriate cellular network provider to activate service. Follows appropriate state and departmental policies for lost, stolen, and/or damaged cellular devices. Advises and consults DES management of overages or improper use of State cellular devices. Maintains/updates database to track wireless device information, user and location information. Maintains accurate inventory of wireless devices and develops customized inventory reports to ensure asset accountability; provides these reports to Division management on a quarterly basis. Evaluates wireless device usage to determine if users' current plans are appropriate and adjusts accordingly. Customizes plans as needed to accommodate out-of-state travel by users to ensure continuing cellular service is provided. Ensures all phone plans and agreements are maintained, and appropriate service is provided. Develops and implements telecommunication policies and procedures within the Division and ensuring they are consistent with Departmental policies and are in compliance with control agency laws and rules. Incumbent performs phone bridges and assists staff with Video Teleconferencing equipment.
15%	E	Incumbent will prepare and place purchase requests utilizing Cal-Card/Purchase Card Accounting Requisition (PCARS). Use the CAL-Card within the procurement and contracting guidelines set forth by the State Administrative Manual, State Contracting Manuals, Caltrans Acquisition Manual, Department's delegated authority, US Bank, and any additional District/Division requirements. Create CPO (STD.65) document in Advantage according to instructions provided on the QRG or Commodity Contract for purchase execution. Verify expenditure coding on the STD. 65. Print STD. 65 and obtain approval signature prior to purchase.
10%	E	Incumbent serves as the Business Services Branch FMP Purchase and Contracts Analyst utilizing the AMS Advantage EFIS system. Incumbent will identify appropriate vendors for the purchase of office supplies for DES Administration support in FMP, also serves as liaison for office supply needs at Diamond Bar. Recommends alternate products, commodities, or methods when appropriate; communicate with vendors and suppliers on availability of products, prices, and delivery dates; and act as a liaison between the vendor and the Division to ensure timely, efficient, and responsive service.
10%	E	Process invoices and receiving records for payment. Confers with staff to resolve issues with disputed invoices, coordinate return or exchange of items, and negotiate acceptable substitutions. Incumbent will review all internal charge coding on purchases, compile and maintain data for budget preparation, and verify and process invoices for payment. Track supply usage and update/maintain database for all items issued. Prepare monthly report for management showing usage and current inventory.
5%	E	Backs up the DES Telework Coordinator, works with the statewide Telework Coordinator to administer, monitor and support the Telework Program. Works with supervisors and managers to implement, manage, and set up Telework agreements. Ensures that supervisors annually review and if necessary, renew Telework agreements.
5%	E	Backs up the DES California Public Records Act (CPRA) Coordinator. Works in consultation with the Department's CPRA Coordinator and Legal staff. Analyze and evaluate CPRA requests from within the Department, other state and local agencies, private law firms, and the general public. Provides responses and documentation as needed. Serves as back up to Safety Coordinator as well part of the DES Emergency Evacuation Team.
5%	M	Performs other lead duties and analytical duties as required, including semi-annual updating of the DES Technology Recovery Program and Emergency Call Roster. Assists the Branch Chief by acting as lead in the case of absence

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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

None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must be able to demonstrate the ability to develop and maintain strong working relationships with internal and external customers and be committed to customer service and demonstrate this through actions on the job. The incumbent must have a working knowledge of administrative policies and procedures relating to general business practices, resource management, and facility principles and must be able to effectively communicate both orally and in writing; interpret written data accurately, reason logically and use analytical techniques to determine alternatives, adopt an effective course of action, and solve various administrative problems. Establish and maintain cooperative working relationships. Read and write English at a level required for successful job performance.

The incumbent must be knowledgeable of the Department's mission, goals, and programs; laws, rules, and policies of the State of California related to assigned duties. The incumbent must possess knowledge of pertinent laws, statutes, and regulations regarding resources, contracts, and general office operations. The incumbent must be able to assimilate and evaluate technical and procedural input from various sources, develop alternative courses of action and make objective recommendations on all issues relating to this position.

The incumbent must have the ability to multitask, adapt to changes in priorities, and complete tasks with short notice. Effectively coordinate multiple assignments with concurrent due dates, and to recognize potential project-related problems with personnel, fiscal resources, or scheduling and either take or recommend corrective action. Must be able to manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact.

Knowledge of and ability to use personal computer equipped with e-mail (Microsoft Outlook), word processing and spreadsheet software including Microsoft Office Suite (Word, Excel, and PowerPoint).

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for independent action and initiative in developing and/or delivery of business services including, procurement, asset management and budget/expense control and accountability.

Many tasks associated with this position are requests that must be responded to in a timely manner; including report requests and data requests, etc. Failure to respond to these needs in a timely manner can result in delay of critical decisions which can impact budget issues, legal issues and internal affairs.

Failure to address issues could result in violations of State Administrative Manual policies, procedures and regulations; Health and Safety Codes; State/Department procurement policies; and negatively impact the ability of staff to perform their duties and meet the operational needs of the division, compromise the health, safety and well being of DES employees; precipitate unfair labor practice charges or lawsuits against the Department; waste state resources; or create negative publicity for the Department.

PUBLIC AND INTERNAL CONTACTS

The incumbent has frequent contacts with all levels of DES staff, including the Division Chief, and Deputy Division Chiefs, district and Headquarters' staff. Other contacts include other state and federal agencies, and outside vendors. Incumbent will need to have the ability to work constructively and objectively with others to provide service and consultation, and resolve issues. A professional and positive customer service focus is required in all communications.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to multitask, organize, prioritize and handle a heavy workload to ensure deadlines are met while regularly responding to e-mails and phone calls. The incumbent must be able to stand and move about the Farmers Market Plaza facility to make deliveries, and occasionally bend, stoop, and/or kneel be able to lift up to 25 pounds.

This position requires the incumbent to be flexible and adaptable to changing policies, rules and regulations as it relates to personnel administration. Must be able to adapt to changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships with staff as well as other departmental employees and recognize emotionally charged and/or sensitive issues and problems and handle them effectively and appropriately. Employee must recognize and respond appropriately to difficult situations and priority issues arising within a dynamic work environment, and must facilitate effective solutions. Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity.

The incumbent behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment

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to public service. The incumbent values cultural diversity and other individual differences in the workforce.

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 current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. Incumbent will be exposed to various work environments. While at their base of operation, the employee will work in a climate-controlled office under artificial LED lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. The selected candidate may be required to travel to the headquartered location, therefore, incumbent must be able to travel using a car or commercial transportation.

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