STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Associate	Infrastructure Management Div/San Luis Obispo	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Desktop Support Analyst	900-175-1401-003	05/07/2026

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 an IT Supervisor II, the incumbent serves as a Desktop Support Analyst supporting business operations in the San Luis Obispo District Office and/or surrounding area.

MAJOR FUNCTIONS: The incumbent provides administrative and technical support on printers, computers, laptops, tablets, mobile devices and telecommunications services. Additionally, the incumbent provides support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides end user training in the configuration and use of client technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques in compliance with the State Administrative Manual and other applicable policies and regulations. The incumbent also performs functions including, but are not limited to, researching, writing, reporting, presenting, etc. Incumbent will be utilizing the prescribed ticketing system for the clear, accurate and technical written documentation of customer issues. Incumbent will consistently utilize professional customer service and effective communication skills when dealing with customers and coworkers. The incumbent participates in intermittent projects or assignments.

DOMAIN:
Client Services

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 - Collaboration, Innovation)
- **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, Stewardship)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Employee Excellence - Integrity, 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)
- **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)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Prosperity - Innovation, 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, 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 - Pride, Stewardship)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Employee Excellence - Pride, Stewardship)

Americans with Disabilities Act (ADA) Notice: This document is available in alternative accessible formats. For more information, please contact the Forms Management Unit at (279) 234-2284, TTY 711, in writing at Forms Management Unit, 1120 N Street, MS-89, Sacramento, CA 95814, or by email at Forms.Management.Unit@dot.ca.gov.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	Systems Maintenance and Operations The incumbent performs health checks on systems and monitors systems for proper operations; performs systems upgrade, security patch management; troubleshoots and resolves system anomalies; develops, maintains and follows established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; develops and maintains Systems Maintenance Manuals.
25%	E	Systems Build The incumbent utilizes the System Design Specifications and/or comparable documents to install, configure and tune systems/applications; installs and configures systems for development, test, staging and production environments; develops, maintains and follows established technology practices, processes and procedures for configuration management, change management and release management.
10%	E	Systems Analysis The incumbent organizes, plans, documents and analyzes business and technical requirements and develops System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs market surveys, evaluates products and makes recommendation for adoption; produce specifications and build of materials for purchase requisitions.
5%	E	Systems Test 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.
5%	E	Systems Design The incumbent utilizes the System Requirements Specifications to design solutions to meet specifications; performs system modeling and prototyping to provide effective design solutions; develops System Design Specifications to meet business and technical requirements.
5%	M	TThe incumbent will perform other related duties within the domain or classification as needed.

[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 of: Principles, techniques, and procedures related to the delivery of information technology services; the System Development Life Cycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

Americans with Disabilities Act (ADA) Notice: This document is available in alternative accessible formats. For more information, please contact the Forms Management Unit at (279) 234-2284, TTY 711, in writing at Forms Management Unit, 1120 N Street, MS-89, Sacramento, CA 95814, or by email at Forms.Management.Unit@dot.ca.gov.

PUBLIC AND INTERNAL CONTACTS
The incumbent will have frequent contact with managers and staff in Caltrans, private consultants, and vendor representatives concerning the needs and development of IT systems. While performing research, the incumbent may initiate contacts with other departments, governmental agencies, or private companies.

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. 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. The employee may be required to occasionally work overtime outside of normal work hours to resolve problems. Applicable compensation will follow the current and appropriate bargaining unit contract.

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

Americans with Disabilities Act (ADA) Notice: This document is available in alternative accessible formats. For more information, please contact the Forms Management Unit at (279) 234-2284, TTY 711, in writing at Forms Management Unit, 1120 N Street, MS-89, Sacramento, CA 95814, or by email at Forms.Management.Unit@dot.ca.gov.