

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Specialist II	OFFICE/BRANCH/SECTION Infrastructure Management Division/ESB/Configuration Mgmt	
WORKING TITLE Senior Lead Systems Administrator	POSITION NUMBER 900-170-1414-924	REVISION DATE 05/19/2026

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

**GENERAL STATEMENT:**

Under general direction of an IT Manager I, in the End User Services Branch, the incumbent serves as the Senior Technical lead for the Configuration Management Unit. The incumbent provides leadership and expertise for the ongoing development, maintenance, and operation of the systems and processes that fall under the purview of the Configuration Management Unit.

**MAJOR FUNCTIONS:**

The incumbent provides leadership and expertise for the administrative and technical design and support of systems managed by the Configuration Management Unit. This includes, but is not limited to, configuration life cycle management of endpoint devices for enterprise and Traffic Operations Network (TOSNET), design, implementation, security, capacity planning, backup/recovery, patching/upgrading, change management, performance tuning, and monitoring of all systems managed by the Configuration Management Unit as well as device imaging, deployment packaging, and application support. The incumbent performs highly complex activities of the System Development Life-cycle which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides lead support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides training to staff in the configuration and use of configuration management 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.

**DOMAINS:**

System Engineering  
Client Services

**CORE COMPETENCIES:**

As an Information Technology Specialist 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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Employee Excellence - Innovation, Integrity, Pride, Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Innovation, Integrity, Pride, 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 - Innovation, Integrity, Pride, 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, Integrity, Pride, Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - 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. (Employee Excellence - Innovation, Integrity, Pride, Stewardship)
- **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 - Innovation, Integrity, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation, Integrity, Pride, Stewardship)

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- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - Innovation, Integrity, Pride, Stewardship)

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
20%	E	<b>Systems Analysis</b> The incumbent, acting independently or as a lead of a team, provides leadership and expertise for IT professional teams and/or projects; organizes, plans, documents and analyzes business and technical requirements; develops System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs research, evaluates products and makes recommendation for adoption; produces specifications and build of materials for purchase requisitions.
20%	E	<b>Systems Maintenance and Operations</b> The incumbent, acting independently or as a lead of a team, provides technical leadership and training for IT professionals in performing health checks on systems, monitoring systems for proper operations; performing systems upgrade, managing and re-mediating security vulnerabilities and threats; troubleshooting and resolving very complex system anomalies; developing, maintaining and following established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; developing and maintaining Systems Maintenance Manuals.
20%	E	<b>Systems Design</b> The incumbent provides expertise in systems design activities associated with solution architecture and infrastructure for business and technical problems, performs system modeling and prototyping to provide effective design solutions, develops System Design Specifications to meet business and technical requirements.
20%	E	<b>Systems Build</b> The incumbent provides technical leadership and training for IT professionals in installing, configuring and tuning systems/applications in various compute environments including development, test, staging and production; developing, maintaining and following established technology practices, processes and procedures for configuration management, change management and release management.
15%	E	<b>Systems Test</b> The incumbent provides technical leadership for IT professionals in organizing, planning and developing test use cases and System Test Specifications; collaborating with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; developing, maintaining and following established technology practices, processes and procedures for unit testing, integration testing, performance testing, etc.
5%	M	The incumbent will perform other duties in the specified domain as needed.

<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**

The incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to lead small to midsize teams to achieve common goals and objectives.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current

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and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

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### 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.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies.

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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 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.

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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 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.

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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