

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION Information Technology/PBMD/Project Management Section	
WORKING TITLE Software Quality Analyst	POSITION NUMBER 900-170-1401-924	REVISION DATE 06/09/2026

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

**GENERAL STATEMENT:**

Under general supervision from the Information Technology Supervisor II of the Software Quality Management unit, the incumbent will work performing analytical studies/ activities, on complex information technology systems, and/or projects.

**MAJOR FUNCTIONS:**

The Department of Transportation (Caltrans), Information Technology (IT) Project Management Section, Software Quality Management (SQM) staff are primarily responsible for managing the processes for validating IT solutions and ensuring they meet the business and technical requirements. The SQM staff review requirements for testability, develop test plans, test scripts, execute test scripts, and manage defects found during test execution. Also communicate with Stakeholders utilizing various resources to identify project requirements and priorities. The SQM staff use Open Text Application Life-cycle Management (ALM) software as well as ALM Octane to manage the software quality processes.

**DOMAINS:**

- Business Technology Management
- Client Services
- Software Engineering

**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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Employee Excellence - Innovation, 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)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Employee Excellence - Innovation, Integrity, 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)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, Innovation, 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 - Collaboration)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Collaboration, Innovation)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Innovation)

**TYPICAL DUTIES:**

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

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50%	E	Software Quality Analyst: As a subject matter expert (SME) in software quality assurance and quality control, works collaboratively with all stakeholders to review requirements and designs for testability and develops the test approach. Works through Software Development Lifecycle (SDLC) using a Waterfall or Agile or Iterative methodology with active involvement in reviewing requirements, creating and reviewing test plans, test case specifications, requirements traceability matrix, and defect management to ensure quality control. Plans, designs, tests, documents and implements complex testing tasks on an enterprise application development or enhancement projects. Some examples of complex assignments that may be given to the incumbent are: develop problem solutions using information technology methods, validate system requirements to ensure they are testable, assist in development and execution of test scripts, assist in development and execution of software performance tests, and develop information technology standards and procedures for areas of system testing.
40%	E	Documentation: Creates and presents documents to management with respect to policies, processes, procedures, and standards ensuring compliance with departmental and statewide mandates and industry best practices. Define test standards and strategies in both agile, iterative and traditional project methodologies. Establishes and monitors metrics to track progress and meet goals. Refines the approach and process to automated testing.
5%	E	Leads user acceptance testing. (UAT) Provides guidance to the business partners to understand what is needed from them during UAT. Provide backup support for test server upgrades and administrative tasks.
5%	M	Continual process improvement of our testing standards and strategies in both agile, iterative and traditional project methodologies.

<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**

None

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

**Knowledge of:** The incumbent must have a working knowledge of structured writing techniques and methods to draft technical documents. They must also be knowledgeable about the principles, techniques, and procedures related to the delivery of IT services as well as service performance industry standards and best practices. They must have knowledge of performance monitoring tools and technique, and software test life-cycle issues and principles. The incumbent must have an understanding of the organization's mission, policies, principles and practices.

**Ability to:** The incumbent must have the ability to utilize tools for enterprise resource planning software; identify complex problems and review related information to develop and evaluate options and implement solutions; assess and correct noncompliance issues; assist staff in resolving errors; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; interface with IT staff at all levels and establish and maintain cooperative working relationships with those contacted in the course of the work; and produce and edit excellent written materials to include policies, standards, procedures, and memos.

**Analytical Requirements:** This position requires interpretation of data acquired from sources other than the systems maintained. The incumbent must be capable of recognizing potential data error problems and assessing their probable effect on the systems. Excellent communication skills required for interfacing with IT staff and management reporting. This will involve the knowledge of technical competencies to prioritize work and resolve any issues that pertain to any of the systems. The incumbent must use judgment in interpreting and adapting guidelines such as policies, operation manuals and work directions to be used in specific cases or problems.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Decisions made by the incumbent will impact new systems. Errors may result in loss of data, user dissatisfaction, and impact within the immediate organization, office, project, or work unit, and related support units.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent will consult with IT staff on the planning, testing, and development systems issues. The incumbent will contact

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IT staff to assess system requirements and system development status.

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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.

The core business hours are Monday - Friday, 8:00AM - 5:00PM. 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)

EMPLOYEE (Signature)

DATE

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)

SUPERVISOR (Signature)

DATE