

POSITION DUTY STATEMENT

PM-0924 (REV 02/2021)

CLASSIFICATION TITLE Information Technology Supervisor I	OFFICE/BRANCH/SECTION DPAC / IT Procurements and Contracts Office	
WORKING TITLE Branch Chief, IT Procurements and Contracts	POSITION NUMBER 702-019-1403-006	EFFECTIVE DATE 07/22/2024

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of the Office Chief (IT Supervisor II) over the IT Procurements and Contracts Office, the Branch Chief (IT Supervisor I) provides supervision, direction, and leadership to the IT Procurements and Contracts Office. The IT Procurements and Contracts Office include the IT Procurements Branch and the IT Contracts Branch that are responsible for the successful administration of the Statewide IT and telecommunications purchasing and contracting process. The IT Supervisor I must possess the ability to understand, interpret, and execute the State laws, codes, procedures, and policies governing the acquisitions of IT and telecommunications. The incumbent monitors and directs the efforts taken by staff when implementing the methods developed to ensure compliance with control agency reporting requirements. The incumbent manages all administrative duties involved with IT procurement and contracts policy and procedure development and review. The incumbent must demonstrate a positive attitude to build and maintain strong relationships with our partners while also committing to provide quality customer service that is accurate and timely. The IT Procurements and Contracts Office is comprised of various IT and administrative classification levels ranging from an Analyst to IT Supervisor II allowing for career advancement within the office.

CORE COMPETENCIES:

As an Information Technology Supervisor I, 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. (Cultivate Excellence - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation)
- **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. (Advance Equity and Livibilty in all Communities - Equity, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity)
- **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. (Strengthen Stewardship and Drive Efficiency Advance Equity and Livibilty in all Communities - Engagement)
- **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. (Cultivate Excellence - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Strengthen Stewardship and Drive Efficiency Advance Equity and Livibilty in all Communities - Integrity)

TYPICAL DUTIES:

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

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POSITION DUTY STATEMENT

PM-0924 (REV 02/2021)

35%	E	Responsible for managing, directing, organizing, assigning, and reviewing the work of assigned staff engaged in information technology (IT) procurement and telecommunications (Telecom) acquisitions that includes, but is not limited to, a variety of services and commodities, equipment, subscriptions, publications, licenses, and equipment maintenance for Caltrans. Reports to the Office Chief on critical issues and activities relating to the areas assigned. Reviews, approves, and executes acquisitions, ensuring they are processed and executed in conformance with the delegations provided by law and policy. Reviews database entries for accuracy and timely input. Manages the unit in accordance with correct and ethical management principles of administration, personnel management, and supervision. Provides advice and expertise on varied procurement and contract questions, and demonstrates proficiency with respect to IT and Telecommunications concepts and standards, along with an understanding of procurement regulations. Provides consultative and administrative support where the procurement advice or proposed acquisition plans will significantly impact the success of complex IT and Telecom acquisitions.
30%	E	Complete employee evaluations and conduct regular staff meetings to facilitate communications and mentoring. Train and mentor office staff on California State policies and procedures, including the understanding of Control Agency policies via the State Contracting Manual, State Administrative Manual and State Information Management Manual. Consistently seek improvements to the IT environment, policies and procedures to achieve operational efficiency and maintain IT Delegated Purchasing Authority. Ensure written procurement processes and procedures are effective and efficient. Develop and maintain IT purchasing and contracting training materials and conduct training.
25%		Work with district/program staff to collaboratively develop the necessary requirements and specifications to perform all functions necessary to develop, amend, renew, and monitor IT purchase orders and contracts through various procurement processes, including but not limited to, competitive bid, Interagency Agreements (IAAs), and Leveraged Procurement Agreements (LPAs). Supervise the development and review of solicitation documents, including, but not limited to, Invitation for Bid (IFB), Request for Quote (RFQ), and Request for Proposal (RFP) for conceptual proposals that provide the basis for developing the subsequent contract and procurement documents. Develop formal IT solicitation and procurement documents. Provide expertise and advice to Caltrans personnel on the applicable IT or Telecom procurement processes pursuant to Department of General Services Procurement Division (DGS-PD) and California Department of Technology (CDT) policies.
10%		Participate in the Department's and Division's strategic planning and plans of action. Develop concept papers, feasibility study reports, budget change concepts, and budget change proposals. Follow standard business process modeling practices and assists to develop business process flows, policies, procedures, and other documentation as required.

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

The incumbent directly supervises three IT Associates and two Analyst IIs in the IT Contracts Branch. The incumbent also provides supports to up to two IT Specialist Is and up to three IT Associates, two Analyst IIs, and one Analyst I in the IT Procurement Branch by managing, directing, organizing, assigning, and reviewing the work of staff, and working with district/program staff, control agencies, other state, local and federal agencies, and vendors/contractors for acquisitions of IT contracts. In addition, the incumbent may act as project manager on complex, multi-faceted, multi-disciplinary, cross-unit projects or serve as lead on DPAC team projects.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent should be knowledgeable of the Department's mission and goals, program laws, rules, policies, and trends relating to acquisition services. The incumbent must have a thorough knowledge of administration, management, and supervisory practices including personnel and equal employment opportunities. The incumbent must have ability to manage through subordinate supervisors and staff, effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment, and effectively contribute to the department's Equal Employment Opportunity objectives.

The incumbent must have the ability to analyze complex and difficult administrative problems relative to procurements and administration of contracts that may affect several different administrative and technical areas such as Legal, Disadvantaged Business Enterprises, Accounting, Audits and Investigation, Project Management, as well as other headquarters and district programs. The incumbent recommends effective courses of action and assures implementation. The incumbent must be able to make presentations and competently represent the Division before the Department, other agencies, industry advocacy groups,

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POSITION DUTY STATEMENTPM-0924 (REV 02/2021)

and the business community. Administrative problem-solving skills are required to prepare and present findings and recommendations on new procedures, guidelines and instructions.

The incumbent must have good judgment in oversight of procedures and selection criteria for the hiring of staff. The incumbent must have the ability to communicate orally, in writing and with visual aids, and coordinate effectively with all levels of management and employees. The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software programs. This position requires a high degree of ability to analyze and evaluate various management reports and other material, oversee the analysis of project requirements and schedules and the recommendation of types and methods of contract services, and make early determinations and assessments of problem areas and to implement effective action measures.

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 is responsible for independent action and initiative to effectively evaluate problem areas in the procurement and contract acquisitions area, in contract administration procedures, and recommend solutions to those problems, and in utilizing technology to maintain accurate data and efficiently producing a variety of reports.

An inaccurate interpretation or application of the law, failure to implement proper controls, or the inability to eliminate errors, could result in violation of statutory requirements and loss of Departmental delegated authority to process purchasing and service contract documents. The consequences of violations include delays and increased costs in project delivery due to protested contracts, a negative impact on the Department's ability to process critical decision-support information and therefore the ability to deliver its transportation mission, a loss of federal fund participation, betrayal of public trust, embarrassment to the Department, and lawsuits.

PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels within the Department on matters relative to the administration of acquisition procurement and contracting activities. The incumbent is in regular contact with Legal, Audits and Investigations, Headquarters Program management staff, and District management staff.

This position will represent the Department on acquisitions of procurement and contract matters before the Federal Highway Administration, the Legislature, the Department of General Services, the California Department of Technology, the Commodity and Professional Services Committees of the Small Business Council, other state and local agencies, consulting firms, industry advocacy groups, the business community, and the general public. The incumbent must develop and maintain strong working relationships with others.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, monitor, mouse, telephone and video display terminal. The incumbent must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning.

The incumbent must have the ability to multitask, adapt to changes in priorities, and perform completed staff work or tasks and projects with short notice. The incumbent must be able to organize and prioritize large volumes of varied documents.

The incumbent must be able to persist, maintain focus and intensity, working within strict time constraints. The incumbent must be open to change and new information, able to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles.

Position requires interaction with many people. It is important that employees work with others in a professional manner. The incumbent must be able to develop and maintain cooperative working relationships, value cultural diversity and other individual differences in the workforce, adjust rapidly to new situations warranting attention and resolution. The incumbent must be cognizant of the needs, feelings, and capabilities of people in different situations, be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, the incumbent will work in a climate-controlled office under artificial lighting. Travel may be required related to District or Program issues/concerns regarding acquisition priorities, training, and to disseminate acquisition policies.

The incumbent must carry a cell phone and may respond to calls and work after regular business hours and/or weekends to perform activities to support business operations.

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PM-0924 (REV 02/2021)

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.)

EMPLOYEE (Print)

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.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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