

CLASSIFICATION TITLE Information Technology Supervisor II	OFFICE/BRANCH/SECTION District 4/IT	
WORKING TITLE Chief, Operations & Telecom	POSITION NUMBER 900-174-1404-001	REVISION DATE 07/10/2026

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 the IT Manager I, the incumbent serves as the Chief of the Business Operations consisting of imaging and deploying computers and Telecommunications Unit. This unit is comprised of IT professionals in various IT classification levels, who are responsible for business operations and telecommunication administration. The incumbent oversees complex IT functions which include in depth systems analysis, design and administration, systems integration, testing, maintenance and operations. The incumbent has supervisory responsibilities for standards, processes, procedures for the analysis, design, implementation, maintenance, operation and procurement of software, hardware and support for an array of technologies. The incumbent provides full first line supervision of staff responsible for all activities associated with the day-to-day IT operations of the Oakland District Office and surrounding area.

DOMAINS:

System Engineering
Client Services

CORE COMPETENCIES:

As an Information Technology Supervisor 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, People First, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity, Employee Excellence - Collaboration, Equity, Integrity)
- **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. (Equity, Employee Excellence - Collaboration, Equity, Integrity, Stewardship)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Safety, Employee Excellence - Integrity)
- **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. (Equity, Employee Excellence - Collaboration, Equity, Integrity, People First, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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, Innovation, Integrity, People First, Stewardship)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Safety, Equity, Employee Excellence - Collaboration, Equity, Integrity, People First)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, People First, Stewardship)

TYPICAL DUTIES:

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

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40%	E	Management and Supervision: The incumbent supervises staff which is comprised of IT professionals in various IT classification levels ranging from Office Technician to IT Special I's, who is responsible for business operations including but not limited to imaging of deployment of new PC's and telecommunication administration. These units perform work in any domain or combination of domains for one or more units in the Infrastructure Management Division. The incumbent provides leadership for developing and maturing the personnel infrastructure required to deliver IT services to Caltrans. Has full supervisory responsibility in the recruitment, training, development, and retention of staff including supervisors, technical staff and consultants. Assigns, monitors and controls the workload of subordinate staff, provides guidance to achieve desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations by ensuring section-wide application of the execution of Probationary and Annual Performance reviews, Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personnel and organizational growth. Ensures proper documentation and communication of the processes and procedures for the section.
35%	E	Planning and Operations Management: As a member of the Operations management team, the incumbent formulates, evaluates, implements, maintains and operates the Caltrans IT enterprise services that support Caltrans business operations. Supervises all activities associated with Incident Management, Request for Fulfillment, Configuration Management, and Change Management within their operations. Participates and contributes to the establishment and maintenance of technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of IT systems within Caltrans. Develops and administers plans, processes, procedures, and standards. Participates in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Directs and coordinates proper planning for IT projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the Agency Information Management Strategy planning. Develop Budget Change Proposals as required to obtain resources to support Caltrans IT infrastructure.
20%	E	Leadership: The IT Supervisor II provides the leadership for the development and continuous improvement of people, processes and technology to support the IT operations in Caltrans. Provides the leadership for the development and improvement of the personnel infrastructure including the recruitment, development and retention of qualified staff. Establishes and maintains standards, processes and procedures for the analysis, design, implementation, maintenance and operation of IT systems within Caltrans. Oversees market analyses, proof of concepts, and pilots of emerging technologies and provides recommendations. Represents the Infrastructure Management Division IT Manager I in internal and external meetings.
5%	M	Conducts analysis and writes reports related to IT trends and best practices in order to maintain operational readiness and to be continuously prepared for future technologies and operational capacity needs, utilizing inputs from staff, clients, peers and independent research in accordance with the direction of the Caltrans CIO, the department's executive management, and applicable sections of the State Administrative Manual and Statewide Information Management Manual.

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 supervises a team of IT professionals. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Districts to ensure success.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee

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supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. 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. Information technology concepts, practices, and principles to provide a foundation for technology related work.

Ability to: Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary 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.

Formulate and recommend practices and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

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.

Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.

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 must exercise good judgment, analyze problems, and take appropriate action. Bad judgment and/or decisions will have a negative impact on the Department's ability to process critical decision-support information and therefore the ability to deliver its transportation mission.

PUBLIC AND INTERNAL CONTACTS

The incumbent will interact with IT executive leadership, staff of other State Agencies including State Control Agencies, staff from local governmental agencies and staff working in the private sector to coordinate and respond to inquiries related to Division operations. In performing the responsibilities of this position, the incumbent may have contact with other departments, governmental agencies or private companies concerning information technology and business management best practices. 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, video display terminal and telephone and may be

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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. Responsible for the movement of up to 50 pounds.

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 headquarterd location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee’s designated headquarterd location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquarterd 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.

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
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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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