

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Specialist I	OFFICE/BRANCH/SECTION ADSD/EASB/App Arch BI & Bimodal Support	
WORKING TITLE Application and Software Developer	POSITION NUMBER 900-170-1402-003	REVISION DATE 09/03/2026

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

GENERAL STATEMENT:

Under the direction of the IT Supervisor II, the incumbent serves as a developer/technical specialist to support and maintain the Caltrans application portfolio. Responsibilities include analysis, design, development, testing, implementation, maintenance, defect resolution, application enhancement, monitoring, and operational support. The incumbent develops interfaces between systems, configures web applications, develops reports, and other technical outputs. The incumbent will design, develop, configure, and customize integrations between platforms such as Salesforce, ServiceNow, SimpliGov, and other low-code platforms, as well as internal systems using REST APIs. The incumbent will develop, customize, support, and maintain web applications using Apex, Visualforce, Java, and other relevant programming languages. The incumbent participates in system analysis, development, and documentation of new system design specifications, processes, and procedures that align with Caltrans application development standards and best practices. Participate and contribute to project planning, status reports, technical oversight, procurement management, quality, and scope management. The incumbent must understand and apply information engineering, data and process models, web-based technologies, and agile software development methodologies. Participates in special IT projects as required. In-depth knowledge of the Software Development Life Cycle (SDLC), Change and Release Management, and Operations and Maintenance is required. Provides technical training and mentors junior staff.

Domain:
Software Engineering

CORE COMPETENCIES:

As an Information Technology Specialist 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

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- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% E	Application Development and Support The incumbent analyzes, designs, develops, implements, maintains and documents small-to-large application solutions to meet departmental business requirements. The incumbent partners with infrastructure and information security team to ensure that application solutions are built, tested, deployed and maintained in alignment with IT standards and best practices. Consults with and advise management on the planning, development, implementation, and coordination of IT issues, and to resolve in an effective and efficient manner. Participate and provide technical deliverables, review documents related to application related activities, assesses impact of potential scope changes, and provide status to the project manager. Perform activities in accordance to established standards related to Request Fulfillment, Incident, Change, Release and Problem Management. Participate and advise in system integration and performance testing, and peer review processes to ensure that existing departmental standards and policies are followed in design and development activities. Participate in division activities related to establishing new and or enhanced practices and processes, and technology implementations as needed.
40% E	Application Operations and Maintenance The incumbent has responsibilities to participate and perform activities related to application operations and maintenance in the Bimodal unit. The responsibilities include application administrative tasks, application configuration, performance monitoring, application optimization, system upgrades, manage and remediate application security vulnerabilities and threats, troubleshoots and resolves production related issues. Develop, maintain and follow established technology practices, processes and procedures while participating in Infrastructure Monthly Scheduled Maintenance and SaaS Quarterly Maintenance and Release. Develop and maintain Systems Maintenance Manuals, notify customers and stakeholders of issues affecting application performance and operations.
15% E	Testing and Analysis The incumbent collaborates with stakeholders on systems test activities including planning, unit testing, system testing, integration testing, advise business area during User Acceptance Testing (UAT), and assist with user training as required. Report and correct issues such as defects and application bugs found during the test phase of the system development life cycle. The incumbent is required to engage and adapt to new tools, techniques and technologies to ensure divisions can support business continuity and support Caltrans Information Technology standards.
5% M	The incumbent trains, provides staff on-boarding, attends meetings to represent the unit and or the section. Prepare and present unit and or section related efforts as needed. Attend IT forums and presentations as needed. Perform other ITS I duties 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 has no direct supervisory responsibilities. However, this position does require the incumbent to lead teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge in 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—including low-code platforms such as ServiceNow, Salesforce, SimpliGov, and others—in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques for both traditional and low-code/no-code development. Ability to formulate and recommend policies 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—including low-code

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solutions; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training and enable business users to leverage low-code platforms; collaborate closely with technical subject matter experts, platform owners, and business stakeholders to ensure systems are secure, compliant, and meet organizational requirements; assess situations 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—including low-code solutions—will meet their 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 may prevent the incumbent from effectively supporting the Department's IT projects.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with program, technical and IT staff and management within the Department. In performing the responsibilities of this position, the incumbent may initiate contacts with other departments, have contact with Government and/or Control Agencies such as the Department of General Services or the Department of Technology Services; vendors of commercial tools that may be adopted by the Department; or outside consultants concerning successful project delivery.

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.

Some weekend or after-hours work 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.

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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