STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Information Technology Associate	Infrastructure Management Div/San Diego/Desktop Services Uni	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Technical Support Staff - Desktop Support	900-181-1401-018	10/09/2026

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

GENERAL STATEMENT:

Under the general direction of the San Diego Information technology Desktop Services Unit Manager, an Information Technology Supervisor II, the incumbent is responsible for analysis, development, installation, implementation, and support if information technology systems with a concentration in desktop support. Information Technology systems include personal computers (PC), PC operating system software, application software, local area networking, internet and intranet configurations. This position will serve as a second-tier technician for district employees for IT issues. This position will provide coordination between the Desktop, Network and Operations Services units for the resolution of reported issues with Information Technology systems hardware, software applications and networks. The incumbent provides technical support to computer users throughout the district who support Caltrans projects.

DOMAINS:
System Engineering
Client Services

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Employee Excellence - Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Equity - Equity, Stewardship)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Equity, Employee Excellence - Equity, 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 - Equity, Pride, Stewardship)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Employee Excellence - Equity, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity - Collaboration, People First)
- **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. (Equity, Employee Excellence - Collaboration, People First)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Prosperity - Collaboration, Equity, Stewardship)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Employee Excellence - Equity, Integrity, Pride, Stewardship)

TYPICAL DUTIES:

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

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50%	E	Assist all District 11 employees as a second-tier Information Technology technician. Duties include but are not limited to hardware, software, network, and peripheral support and repair coordination. The incumbent will prioritize and resolve IT work tickets. The incumbent will also diagnose, research, and resolve computing problems of varying but generally more complex difficulty. These may include hardware issues, software installs/updates, patches, and configuration changes in response to customer-reported issues. Work closely with Desktop, Network, and Operations managers and staff to prioritize and dispatch technical support including on-site and remote locations. Coordinate with vendors, manufacturers, or consultant technical support staff in the resolution of issues, as needed.
25%	E	The incumbent will act as the District email administrator, including requesting accounts be created and deleted as required; troubleshooting and resolving email issues; and making recommendations and updates to high-level HQ Administration email databases.
10%	E	The incumbent will set up or install multi-vendor and multi-platform hardware, software, and workstations including but not limited to Microsoft-based systems.
10%	E	The incumbent follows established technology practices and keeps apprised of emerging trends to evaluate products and make recommendations that result in cost savings or improved services to district offices; anticipates and resolves support issues.
5%	M	Assist with Property Inventory and Control of computer equipment costing $500 or more. Control, identify, and tag all IT equipment in accordance with State Administrative Manual Sections 8650 through 8652. The incumbent will be required to attend various meetings as assigned and may be required to prepare meeting minutes for distribution to IT staff. The incumbent will perform other duties in the specified domain (s) as needed.

[1]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 work with small teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: 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.

Ability to: 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.

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.

PUBLIC AND INTERNAL CONTACTS

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

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 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 employee may be required to occasionally work overtime outside of normal work hours to resolve problems. Applicable compensation will follow the current and appropriate bargaining unit contract.

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

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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