

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE C.E.A.	OFFICE/BRANCH/SECTION IT/Application Development & Support Division	
WORKING TITLE Division Chief, Application Development & Support	POSITION NUMBER 900-170-7500-001	REVISION DATE

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Deputy Director, Chief Information Officer (CIO), the incumbent is responsible for development and implementation of policy for enterprise information systems development and support. The Division Chief provides high-level direction to managers of the units responsible for development and support of systems that are critical, cross-functional, sensitive, and which directly affect the Department's ability to effectively deliver its vision, mission, and goals according to the policies and standards established by the Division Chief. This position is expected to continually enhance our customers experience by implementing, utilizing, and monitoring proven customer service practices.

CORE COMPETENCIES:

As a C.E.A., 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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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45%	E	Directs and coordinates the development, evaluation, and implementation of policies for enterprise applications and programs. Coordinates with the Project and Business Management Division to ensure an optimum mix (projects vs enhancements) of ADSD workloads. Develops and implements workforce strategies to ensure Division employees are prepared to address current and future IT challenges and partner expectations. Proactively develops and implements a strategic approach for the Department's enterprise applications, reduction of technical debt and emerging technologies.
30%	E	Establishes and maintains effective relationships with Headquarters Programs, Districts, and external agencies to provide functional guidance to department staff working on enterprise applications, websites, projects, and programs. Develops and maintains effective relationships with IT Division Chiefs, CalSTA IT Executives and Agency to support successful implementation of projects / efforts across Caltrans and CalSTA.
20%	E	Develops and conducts formal presentations and briefings to key stakeholders, Executive Management, Industry, and other Government or Legislative Officers. Negotiates with internal (Executive Management), and external (department of Finance, California Department of Technology, Transportation Agency, etc) groups to facilitate project planning and implementation activities. Review and evaluate proposals from vendors and providers of hardware, software and services to take advantage of advances in technology. Assists in the planning, directing, and coordinating through subordinate level staff, the IT Strategic Plan and IT Business Plan.
5%	E	Advises and /or acts for the CIO on enterprise application matters and responds to inquiries from legislators, public agencies, and the private sector.

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 will directly supervise various IT classifications and the overall indirect staff reporting to the IT Application Development and Support Division.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The Chief of the Application Development and Support Division must possess the highest degree of leadership skills and technical expertise required for effective customer interface, business case analysis, and project management. The Chief must also possess a high degree of informational systems technical skills as well as knowledge of the principles of policy formulation and development. The incumbent must have an understanding of the principles and practices of public administration, including supervision and management.

He/she must be able to set Division program objectives and be able to evaluate the effectiveness of staff in accomplishing those objectives. The incumbent must have a high level understanding of current and legacy technology environments. The incumbent must be able to deal effectively with Executive Management from the Department, California Transportation Agency, control agencies, California Department of Technology and other State Departments, as well as high-level industrial representatives of the private sector IT community. He/she must be able to make effective written and oral presentations; have the ability to coordinate and direct activities of IT Management; evaluate alternatives; make decisions, and take appropriate action; and establish and maintain priorities.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for the overall policies, setting direction and establishing priorities for the development, management and administration of the IT Application Development and Support Division. His/her decisions have a significant impact on the effective delivery of information services that are critical to the Department's successful delivery of the several billion dollar annual Transportation Program. Failure in the delivery of these services would result in ineffective management of the Department's substantial resources; loss of timely information for strategic transportation planning; inability to meet Legislative and project delivery reporting requirements; inability to meet mandated schedules for contractor payments; and would put at risk significant Federal, local, and private revenue and reimbursement income.

PUBLIC AND INTERNAL CONTACTS

This position will interface with all levels in the Department including Executive level Management in this and other Departments. Contacts with the externals will influence the Department's statewide application policies and standards.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical Requirements: The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

Mental Requirements: The incumbent must be able to actively participate as a member of State or Departmental steering committees; be able to, or ensure that subordinate managers (i.e., Office Chiefs and Project Managers) are able to develop and make presentations to State Executive Management and large client and transportation community groups; prepare and present a timely response to queries from control agencies and project stakeholders; defend a position professionally and effectively in the face of on-the-spot challenges from employees, Management, clients, and stakeholders; negotiate/renege levels of service and work agreements based upon resource availability; and represent the CIO in his/her absence.

Emotional Requirements: The incumbent must be able to establish and enforce tight timelines among subordinate Managers in addressing IT problems that potentially have a significant impact on Departmental operations. The incumbent must also be able to establish and maintain cooperative relationships with customers and other IT Division Chiefs.

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 current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. The selected candidate may be required to travel to the headquartered location. All expenses to travel to the headquartered location will be the responsibility of the selected candidate. When at the worksite, the incumbent will work in a climate-controlled office within the Headquarters Complex in downtown Sacramento. Periodic travel to various district offices and conferences is required. Typical productivity tools (i.e., network-connected workstation, cell phone, etc.) are provided.

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

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE