

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Specialist III	OFFICE/BRANCH/SECTION Infrastructure Management Div/Infrastructure Services Branch	
WORKING TITLE Network Management Architect	POSITION NUMBER 900-170-1415-014	REVISION DATE 03/29/2023

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 administrative direction of the IT Manager II, Infrastructure Services Branch Chief, the incumbent performs at the highest technical level and acts as the technical expert advisor to management for the Infrastructure Management Division and supporting Caltrans enterprise network and Traffic Operations network. The incumbent is based in the Sacramento Headquarters office and provides statewide support and leadership for Caltrans business operations.

MAJOR FUNCTIONS:

The incumbent works collaboratively with management and staff to provide technical leadership and expertise to drive the Department's use of Network technology toward constant improvement. The incumbent designs, implements and maintains system architecture across multiple platforms supporting the Wide Area Network (WAN), Local Area Network (LAN), Metropolitan Area Network (MAN), Domain Name System (DNS), Voice and Data network convergent technologies, load balancers, network switches, routers, firewalls, access control appliances, wireless controllers and access points, and network monitoring and management systems. The incumbent provides support for network access control for enterprise network and traffic operations network. The incumbent performs project management responsibilities and oversees complex activities of the System Development Lifecycle, which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides lead support for all phases of network device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides leadership, guidance, training, and support in the configuration and use of network technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques in compliance with the State Administrative Manual and other applicable policies and regulations. The incumbent also performs functions including, but are not limited to, researching, writing, reporting, and presenting.

CORE COMPETENCIES:

As an Information Technology Specialist III, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

- **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, Integrity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
25%	E	<p>Systems Analysis</p> <p>The incumbent provides the expert level in leading large and/or multi-disciplinary IT professional teams and/or large complex projects; organizes, plans, documents and analyzes business and technical requirements; develops Network System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs research, evaluates products and makes recommendation for adoption; produces specifications and build of materials for purchase requisitions.</p>
20%	E	<p>Systems Design</p> <p>The incumbent provides the highest level of expertise in systems design activities associated with large and complex IT architecture and infrastructure solutions for business and technical problems, performs system modeling and prototyping to provide effective design solutions, develops System Design Specifications to meet business and technical requirements.</p>
20%	E	<p>Systems Maintenance and Operations</p> <p>The incumbent provides technical leadership and training for multi-disciplinary IT professional teams in performing health checks on systems, monitoring systems for proper operations; performing systems upgrade, managing and re-mediating security vulnerabilities and threats; troubleshooting and resolving very complex system anomalies; developing, maintaining and following established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; developing and maintaining Systems Maintenance Manuals.</p>
10%	E	<p>Systems Build</p> <p>The incumbent provides technical leadership and training for multi-disciplinary IT professional teams in installing, configuring and tuning systems/applications in various compute environments including development, test, staging and production; developing, maintaining and following established technology practices, processes and procedures for configuration management, change management and release management.</p>
10%	E	<p>Training</p> <p>Under management direction, the incumbent provides leadership and the highest level of expertise for establishing and maintaining IT policies, standards, processes and procedures (e.g., technology practices, IT hardware and software standards, system build and configuration documents, incident management, configuration management, change management, user guides, etc.) for IT operations; leverages established documentation to provide training to IT professionals and users.</p>
10%	E	<p>Systems Test</p> <p>The incumbent provides technical leadership for IT professionals in organizing, planning and developing test use cases and System Test Specifications; collaborating with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; developing, maintaining and following established technology practices, processes and procedures for unit testing, integration testing, and performance testing.</p>
5%	M	The incumbent will perform other related duties in the specified domain(s) as needed.

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 may require the incumbent to lead very large

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

multi-disciplinary teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

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 contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies concerning IT technology related to the performance of this position.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. The incumbent must value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; consider and respond appropriately to the needs, feelings, and capabilities of others; be tactful and treat others with respect. In addition, the incumbent must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice. The incumbent must be able to lift computer equipment that weighs up-to 30 pounds. Additional physical requirements include moving various large pieces and boxes of computer hardware, carrying, pushing, pulling, bending, squatting, stooping, and kneeling.

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. The incumbent may be required to work for extended periods of time in a computer room. The incumbent may be required to travel to other Caltrans offices to support and provide expertise for IT operations. The incumbent may work after regular business hours and/or weekends to perform activities to support business operations and/or systems maintenance. If the incumbent has a Class C driver's license and utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided.

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

The incumbent must carry a cell phone and respond to calls after hours to lead multi-disciplinary IT professional team(s) in organizing, analyzing, troubleshooting and resolving IT system problems.

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

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