

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Manager II	OFFICE/BRANCH/SECTION CalSTA	
WORKING TITLE Manager, Agency IT Portfolio Services	POSITION NUMBER 900-170-1406-003	REVISION DATE 10/02/2023

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 and general direction of the Deputy Agency Information Officer (AIO) and in collaboration with others within and external to the CA State Transportation Agency (CalSTA), the incumbent serves in a senior management role influencing organizational Information Technology (IT) policy and formulating long range IT programs/objectives overseeing the Agency Enterprise IT Portfolio Services (AEIPS) office responsible for project and portfolio management and oversight services. The AEIPS provides critical IT services throughout CalSTA, in support of CalSTA departments, strategic goals, and business objectives. The AEIPS Chief oversees one of the most complex IT Portfolios for CalSTA departments and has full management responsibility for organizing, planning, coordinating, directing and controlling all activities associated with the day-to-day operations of the AEIPS. The incumbent works effectively with all CalSTA departments technical personnel and management in providing expertise to successfully plan, execute, report, monitor, and close projects and contracts critical to CalSTA goals. The incumbent ensures project management best practices, processes and procedures are consistently applied to all IT projects following the California Project Management Methodology (CA-PMM) and the Project Management Body of Knowledge (PMBOK).

CORE COMPETENCIES:

As an Information Technology Manager 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.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Cultivate Excellence - Engagement)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - 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 - 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 - Engagement)
- **Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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 - Equity)
- **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 - Equity)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Strengthen Stewardship and Drive Efficiency - Equity)

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TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
35%	E	Leadership: The incumbent provides the leadership for the development and continuous improvement of people, culture, processes and technology to support the Agency IT Portfolio Services (AEIPS) Office. The IT Manager II is responsible for the management of IT resources according to the Agency's priorities and needs including IT policy and program development, IT portfolio management, process reengineering, business analysis, research and development, strategic planning, product and delivery strategy. Provides the leadership for the development and improvement of the personnel including the recruitment, development and retention of qualified staff. Provides leadership for developing and maturing the personnel infrastructure required to achieve the mission, goals and objectives of the AEIPS. Establishes and maintains standards, processes and procedures for Enterprise Project and Portfolio Management and Oversight Services. The incumbent provides oversight of all phases of the project management and system development life cycles to ensure efficient and effective delivery of a unique information technology product, services, and systems. The incumbent provides direct leadership and oversight management on complex and high visibility IT portfolio and projects in addition to ensuring that policies, standards, and procedures for meeting mission critical IT project objectives and time frames are consistent with industry proven best practices. The incumbent is responsible for ensuring that the success of projects have a positive impact on the Agency's credibility with control agencies and the public as well as enhance the fiscal impact on the Department's budget.
30%	E	Portfolio Management and Oversight: Represents the CalSTA AIO in internal and external meetings. The incumbent serves as the Agency Information Technology (IT) Portfolio Manager. The incumbent is responsible for the planning, coordination, and strategic implementation of technology solutions that address critical business outcomes identified by Transportation Departments (e.g. DMV, High Speed Rail, Board of Pilot Commissioner, CHP). The incumbent acts as a liaison to business divisions, collaborates with the program areas to identify business critical process improvement opportunities, delineates critical business technical needs, and ensures critical customer needs are addressed timely. The incumbent reviews and monitors the Agency IT portfolio health, create reports as requested, escalates portfolio risks and issues, and assists project staff in developing risk and issue mitigation strategies. The incumbent manages Independent Verification and Validation (IV&V) Services vendors on reportable IT projects. Collaborate with IV&V vendors to ensure that a product, service or system meets requirement and specifications and that it fulfills its intended purpose.
30%	E	Policy and Planning: The incumbent has a major role in the formulation, evaluation and implementation of Agency, departmental policies and procedures; and has broad authority for recommending and implementing Agency-wide policies with significant impact on CalSTA as it relates to the Project Management, Information Systems Architecture and Enterprise Portfolio Management framework. Establishes and maintains technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the Enterprise Architecture and Portfolio services. Engages in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Ensures 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. Develops Budget Change Proposals as required to obtain resources to support CalSTA.
5%	M	The incumbent conducts analysis relative 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 CalSTA AIO, the Agency's executive management, and applicable sections of the State Administrative Manual and Statewide Information Management Manual. Prepares a variety of informational and status reports pertaining to projects, work initiatives, recommendations and requests for approval among others. Prepares and delivers executive level presentations for internal and external audiences.

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

This position oversees and manages IT staff responsible for delivering portfolio management and oversight of Agency's IT

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portfolio. The incumbent may also collaborate with multi-disciplinary teams drawn from the different Transportation Departments.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, enterprise architecture, technology business management, portfolio and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to Enterprise Data Processing, Security, and Information Technology; the department's goals, objectives, policies, and procedures; a manager's role in complying with the departments Equal Employment Opportunity policies and practices. The incumbent must have the ability to: Develop and evaluate alternatives, make sound recommendations and decisions, and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a subordinate staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical terms into everyday language; gain and maintain the confidence and cooperation of all levels in the organization; and effectively contribute to the department's equal employment opportunity objectives. Act tactfully in difficult situations; negotiate and resolve issues without confrontation; communicate effectively; make oral presentations at the appropriate level; act independently with flexibility and tact, and lead and motivate staff and team members.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for extensive knowledge of IT policy, standards, processes and procedures, IT Industry best practices 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 Agency's ability to process critical decision-support information and therefore the ability to deliver its transportation mission.

PUBLIC AND INTERNAL CONTACTS

The incumbent interacts 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 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. Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

WORK ENVIRONMENT

This position may be eligible for telework. The amount of telework is at the discretion of the Agency Information Officer and based on CalSTA's evolving telework policy. CalSTA 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.

The incumbent may be required to work for extended periods of time in a climate-controlled environment under artificial lighting. The incumbent must carry a cell phone and respond to calls after hours to lead multi-disciplinary IT professionals team(s) in organizing, analyzing, troubleshooting and resolving IT problems; may travel to various Transportation Departments locations to provide expertise for IT operations. 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.

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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.)

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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