

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Specialist II	OFFICE/BRANCH/SECTION IT/ADSD/Mobile & Web Applications and Web Support Section	
WORKING TITLE Senior Application Lead	POSITION NUMBER 913-350-1414-917	REVISION DATE 07/11/2024

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 IT Manager I (Section Chief) of the Mobile/Web Applications & Web Support Section, the incumbent serves as Senior Technical Application Developer for the Mobile and Web Applications Unit to support and maintain the Caltrans application portfolio that provides services including Division of Traffic Operations. The incumbent performs duties at an expert level to implement information technology solutions and advises management in alignment with the technical standards, best practices, and enterprise architecture. The incumbent will have full responsibilities to lead a team of developers in all aspects of the System Development Life Cycle (SDLC) methodology related to analysis, design, development, testing, implementation, and day-to-day application maintenance and operations support. The incumbent shall apply information engineering, data and process models, web-based technologies, agile software development methodologies, industry standard frameworks, and cloud environments. The incumbent will work closely with business analysts, application architects, and project management office, infrastructure team, network engineers to understand requirements and deliver scalable solutions that align with IT Strategic vision and mission, Caltrans Application Development standards and best practices. The incumbent will research, consult, and advise management to implement standards and best practices on new tools and technology. The incumbent will develop and make effective presentations to a wide range of audiences as needed. The incumbent will lead the application team in resolving critical technical issues and provide training and mentoring to junior level staff.

The incumbent will architect, design, develop and support applications using a wide array of leading-edge technologies for both Web and Mobile platforms using technologies like the LAMP (Linux, Apache, MySQL, PHP) stack, .NET, Single Page Application technologies like Angular, Python, HTML, JavaScript, Esri ArcGIS, Objective-C, SWIFT, mobile platforms (iOS, and Android), and low-code and no-code solutions like Microsoft Power Apps and Salesforce.

DOMAIN(S):

Software Engineering
Information Technology Project Management

CORE COMPETENCIES:

As an Information Technology Specialist 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Strengthen Stewardship and Drive Efficiency - Equity, Innovation, Integrity)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **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. (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 - Innovation, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)

ADA Notice

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- **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. (Cultivate Excellence - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity)
- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Strengthen Stewardship and Drive Efficiency - Innovation)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
35%	E	<p>Application Development and Support Oversees the architectural aspects of design, development and implementation of projects, initiatives, and work efforts to align with enterprise architecture policies, principles, standards, frameworks, application architectures, and requirements. The incumbent is responsible for designing the interfaces between systems, develops scalable applications, and participates in developing standards on using the multiple platforms and tools. The incumbent architects, analyzes, designs, and implements complex application solutions to meet departmental business outcomes. The incumbent is responsible to architect and administer SaaS and custom built applications, understand the system integrations between components, and define compliance requirements for source code. The incumbent will provide recommendations on technologies, standards, and guidelines to create new applications. The incumbent leads and motivates the team to participate in decisions regarding architecture to support the Mobile and Web applications team in delivering business objectives. The incumbent should possess a broad knowledge of available tools, popular trends/standards, and techniques related to web application development.</p>
25%	E	<p>Application Maintenance and Operations The incumbent has responsibilities to lead and perform activities related to application operations and maintenance in the Mobile and Web applications unit. The duties include application administrative tasks, performance monitoring, application optimization, system upgrades, remediation of all application security vulnerabilities and threats, troubleshooting, and resolving production related issues. Develop, maintain, and follow established technology practices, processes, and procedures while participating in Infrastructure Monthly Scheduled Maintenance. Proactively identify and notify customers and stakeholders of issues that might affect application performance and operations. Lead incident and problem resolution for critical applications. Apply IT Service Management methods, practices, and follow the Change and Release management processes. Participate in meetings and product demonstrations to assess new tools that support application enhancement and for new projects.</p>
20%	E	<p>Agile Development and Support The incumbent is responsible for acting as a technical lead in estimating work, reporting progress, resolving technical issues, supporting integration efforts, and coordinating with other technical leads, solution architects, and enterprise teams on new Agile implementation projects using leading-edge technologies and cloud environments.</p>
15%	E	<p>Technology Research and Planning The incumbent consults and advises management to implement standards and best practices on new tools and technologies. Works collaboratively with Enterprise Architects and Application Architects to research, define, and lead joint efforts to recommend solutions or value propositions to automate processing or improve existing business processes and associated information systems. Liaison between the technical IT staff and the business areas. Lead and advise to apply application security principles, practices, and tools.</p>
5%	M	<p>Other Duties The incumbent trains and mentors existing staff and new hires, attends IT meetings and forums when required to enhance and support department operational needs. Prepares and presents unit and/or section related materials for various efforts as needed.</p>

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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to lead small teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent is required to have knowledge of principles and practices related to the design and implementation of information technology systems; application and implementation of information systems to meet organizational requirements; strong knowledge of Software Development Life Cycle methodologies; an understanding of software architecture principles, design patterns, and best practices; information technology systems, including databases and auditing; information system security regulations, standards, and security practices; risk management procedures, policies, requirements, and tools and devising mitigation or remediation strategies; software quality assurance and quality control principles, methods, tools, and techniques; business continuity and technology recovery principles and processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing technical skills, gaps, and identifying educational needs to support training, planning and development; all phases of the Project Management Life Cycle including the State of California project management standards, methodologies, tools, and processes; change and release management processes; 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.

The incumbent is required to have the ability to recognize and apply technology trends and industry best practices; identify, diagnose, and troubleshoot complex technical issues; create comprehensive technical documentation, user manuals, and project reports; 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 communicate and 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 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 IT staff, and management within the Department. In performing the responsibilities of this position, the incumbent may initiate contact 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

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

Mental Requirements - Be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional Requirements - Be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

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

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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.

Work Hours: Monday - Friday 8:00am-5:00pm (some weekend or after-hours work may be required)

While at their base of operation, the employee will work in a climate-controlled office under artificial lighting using a personal computer. The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees. Employee may be required to travel. Some weekend or after hours work may be required. The incumbent must carry a mobile phone and respond to calls after hours to lead multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting and resolving IT system problems; may travel to various Caltrans locations to provide expertise for IT operations. If the incumbent utilizes their personal vehicle, they may be reimbursed for travel expenses. 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.

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