

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Specialist II	OFFICE/BRANCH/SECTION ADSD/Mobile & Web Applications and Web Support Section	
WORKING TITLE Senior Technical Application Developer	POSITION NUMBER 900-170-1414-024	REVISION DATE 09/17/2024

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 over the Mobile/Web Applications & Web Support Section, the incumbent serves as a technical expert supporting web design using Sitecore web Content Management System (CMS) tools. The incumbent leads web enhancement projects ranging in size and complexity. The incumbent will plan, coordinate and communicate as the lead on various teams. The incumbent will leverage existing and create new Sitecore modules that integrate into the overall Sitecore architecture to build usable, accessible, standards-compliant components. The incumbent applies knowledge in working with HTML, CSS, JavaScript frameworks, and back-end .NET to develop and maintain sites across our CMS platforms. The incumbent will utilize ASP.NET MVC, Sitecore MVC, and Helix principles, including REST, Web API SOLR, xConnect, and Azure services. The incumbent will manage and troubleshoot issues on servers. The incumbent will engage with external Sitecore partners to ensure our new development leverages our existing Sitecore information architecture, templates, and other components. The incumbent will partner in our web design process, interacting with clients and working with our team of UX/UI designers and web developers. The incumbent optimizes and creates accessible, standards-compliant HTML websites using CSS for formatting and positioning, unobtrusive JavaScript, and popular web tool APIs that follow the California web standards for web accessibility. The incumbent will also be responsible for maintaining and supporting websites in production, test, and development environments. The incumbent will administer the Sitecore environments including, but not limited to, system installation, patching, configuration, system backup, system recovery, and disaster recovery. The incumbent will lead the application team in resolving the most critical technical issues and mentors junior staff in Sitecore website administration and content management.

## Domain(s):

Software Engineering  
IT 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. (Cultivate Excellence, 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 - Engagement, 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, Innovation, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **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, Pride)

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

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
30%	E	Design and Development

The incumbent has responsibilities to lead the development of complex websites and independently perform site design and development for complex assignments such as customization. As the lead Sitecore developer, the incumbent will engage with external Sitecore partners to ensure our new development leverages our existing Sitecore information architecture, templates, and other components. The incumbent is responsible for planning, analyzing, designing, developing, and testing ADA compliant internal and external Caltrans websites. The incumbent is responsible for validating, verifying, and documenting all existing and new website development and deployment efforts. The incumbent will lead the team responsible for maintaining and modernizing Caltrans's internal and external websites to the Caltrans standard Web CMS platform. The incumbent is responsible for designing, developing, enhancing Caltrans websites, developing reports and other outputs, leading the development, documentation of procedures, and performing system walk-throughs to apply and enforce web accessibility and design standards.

30%	E	Application Architecture Design and Technology Research and Planning
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The incumbent will lead designing the overall architecture of systems involving meticulous analysis of requirements and developing complex frameworks for processing ensuring efficient data storage and retrieval. The ability to integrate data from diverse sources is crucial, ensuring seamless compatibility and interoperability. Conducting in-depth architectural analysis of existing systems, requirements, and proposed solutions, including dependencies, is a core strength. This involves architecting and developing frameworks tailored to the unique needs of the product, identifying, and designing integration endpoints between new and existing systems.

Drives continuous improvement of the use of technologies. Evaluate and analyze current IT assets and future technology trends to forecast and recommend new and emerging technologies needed to achieve operational objectives that align with strategic organizational goals. Identify opportunities for technology efficiencies through consolidation, reuse, and retirement of obsolete technology.

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. Leads and advises teams and management to apply application security principles, practices, and tools.

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20% E Operations and Maintenance

The incumbent has responsibilities to lead and perform activities related to application operations and maintenance in the Web Team support unit. The duties include application administrative tasks, performance monitoring, application optimization, system upgrades, management and remediation of application security vulnerabilities and threats, troubleshooting, and resolving production related issues. The incumbent will lead and perform activities related to analyzing Caltrans website business requirements to identify areas for improvement, document problems, and implement change recommendations. The incumbent will be the technical lead for developing enhancements, site maintenance, and content oversight. The incumbent will meet with customers to review, discuss, document business needs and problems, and consult with teams and advise management on the planning, development, implementation, and coordination of IT issues. The incumbent is also responsible for monitoring Sitecore performance and troubleshooting Sitecore server issues. The incumbent will participate and assess impact analysis and provides status on technical deliverables to the project manager and team leads. Assigns project tasks to business analysts, technical staff, performs peer review, and verifies completion of assigned work to ensure that existing departmental standards and policies are followed in design and development activities. Coordinates and leads work assignments with database administrators, system administrators, and program areas during the development and roll-out process. Actively participates in change management and project meetings involving problems and issues of considerable consequences or importance.

15% E Iterative Development

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 and solution architects on new Agile implementation projects using leading-edge technologies such as CMS, and cloud environments.

5% M Other Duties

The incumbent trains and mentors 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 efforts as needed. Performs other related duties as assigned.

<sup>1</sup>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 does require the incumbent to lead 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 security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; Project Management Life Cycle 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

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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. The incumbent should have in-depth knowledge in all phases of the Project Management Life Cycle, Change & Release Management processes, and Application Maintenance and Operations support to ensure business continuity.

The incumbent will be proficient in .NET, Sitecore MVC, and Helix principles, Sitecore 10.3.1 including ASP.NET MVC, JavaScript, and CSS, REST, Web API, SOLR, xConnect, and Azure cloud services. The incumbent will administer, manage and troubleshoot issues on servers. The incumbent will have hands-on experience with current Sitecore releases and experience implementing Sitecore projects end to end, including customizations.

Desirable technical qualifications include the following:

- Sitecore Professional Certification Developer
  - Experience with successful completion(s) of deploying Sitecore website(s)
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### 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. Poor judgment and/or decisions may prevent the incumbent from effectively supporting the Department's IT projects.

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### 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 contacts 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.

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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** - 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.

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### 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. Employee may be required to travel. 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. When available, a State vehicle will be provided. Some weekend or after-hours or holiday work may be required. The employee must carry a cell phone and respond to calls after hours to participate in multidisciplinary IT professionals' team(s) in organizing, analyzing, troubleshooting and resolving IT system problems; may travel to various Caltrans locations to provide expertise for IT 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.)

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.

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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