

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Specialist I	OFFICE/BRANCH/SECTION D20 IT/Enterprise Portfolio Mgmt Svcs/Project&Portfolio Mgmt	
WORKING TITLE IT Project Manager	POSITION NUMBER 900-170-1420-924	REVISION DATE 11/12/2024

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 direction of the Information Technology Supervisor II, the incumbent will function as a lead analyst for complex, sensitive and/or major projects undertaken by the Project Management Unit (PMU). The Department of Transportation (Department) Information Technology (IT) Enterprise Portfolio Management Services is responsible for the management and oversight of all reportable and delegated projects with IT components in the Department. This responsibility requires the PMU to define methodologies, policies, standards, processes, and direct activities for the Enterprise Portfolio which includes various processes such as Concept Papers, Project Approval LifeCycle (PAL), Project Management, Project Oversight and Business Analysis.

Major Functions:

The incumbent's responsibility will entail various levels of responsibilities including:

- 1) Serving as a Project Manager or IT Project Lead for projects with IT components. This work entails a wide variety of complex and analytical tasks relative to project management including, but not limited to: Project Approval Lifecycle (PAL) documents as defined in the State Information Management Manual (SIMM), Project Plans, Business and Technical Requirements elicitation, requirements review, requirements management, Risk and Issue Management, Contract and Vendor Management, and all project related reporting.
- 2) Serving as a subject-matter-expert regarding IT Project Management policies, procedures, and processes.

This work includes a variety of analytical tasks relative to projects and business analysis. The incumbent will prepare project data sheets, work-plans, status updates, requirements matrices, system specifications, and recommendations related to technical solutions. The incumbent will analyze, review, and prepare documentation of policies, compliance, and procedures as outlined in the California Project Management Framework (CA-PMF), State Administrative Manual (SAM), and SIMM.

DOMAINS: IT Project Management

CORE COMPETENCIES:

As an Information Technology Specialist I, 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. (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. (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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

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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)
- **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 - Integrity)

TYPICAL DUTIES:

Percentage

Essential (E)/Marginal (M)¹

Job Description

50%	E	<p>Serve as Project Manager for intakes, reportable and non-reportable projects. The Project Manager ensures the project is in scope, on schedule, and within approved budget. The project lead will apply industry standards using the Project Management Body of Knowledge (PMBOK) and California Project Management Framework (CA-PMF) principles, methods, and techniques to manage all aspects of projects and intakes ranging in complexity based on business and technical factors, through all phases of the Project Management Life Cycle, Project Approval Life Cycle, System Development Life Cycle (SDLC), including people, resources, and schedules.</p> <p>The Project Manager is responsible for developing project plans, conducting meetings, providing executive and senior management briefings, managing the project budget and schedule, managing the project's risk and issues, and working with functional managers to manage project resources. The Project Manager is responsible for providing guidance to the IT Project Lead and project staff through a matrix resource distribution in which no functional supervision is required. Communicate with Stakeholders utilizing various resources to identify project requirements and priorities. Provide Contract and Vendor management; including drafting procurement documents, managing contract costs, and verifying/approving contract deliverables. The incumbent may also serve as the IT Project Lead for other IT Projects that are reportable to the California Department of Technology or delegated to the Department. This entails working with the Project Manager to ensure that methodologies, processes and standards are being followed by the technical Subject Matter Experts, the technical solution is meeting the business requirements, and that State and industry product development life cycle best practices are being employed.</p> <p>The Project Manager will review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards. Ensure execution of and compliance with change control processes. Maintain the tools that serves as the central repository for all project documentation and as a communication tool for the project team and clients.</p>
25%	E	<p>Apply Business Analyst industry standards using the Business Analyst Body of Knowledge (BABOK) principles, methods, and techniques when leading or participating in business analyst deliverables: requirements elicitation, requirements review and prioritization, alternatives analysis, market research, fit-gap analysis and provide guidance as needed.</p> <p>Assist the Software Quality Management (SQM) unit with the development of test plans, scripts, test cases, and acceptance testing. Collaborate with other functional areas of the Caltrans' IT organization for IT project delivery. Perform research related to technology trends and best practices, using industry-standard methodologies to perform analysis and documentation, including Project Approval Lifecycle (PAL) standards and templates.</p>
10%	E	<p>Develop and implement processes, procedures, methodologies, templates, and toolsets relating to the functions of the project management office, based on industry standard best practices, departmental needs, and control agency requirements.</p> <p>Develop and verify new or revised user material (e.g., training manuals, user guides, online help, etc.). Maintain and update the processes, procedures, and supporting materials as required ADA.</p>

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10%	E	Complete or finalize Post Implementation Evaluation Review (PIER) documentation with an emphasis on aggregating project cost data. Use cost data to develop and forecast project cost estimations.
		Train, mentor, or lead other Project Management staff in the use of State and industry best practices including the Project Management Body of Knowledge (PMBOK), the California Project Management Framework (CA-PMF) toolset, the IT PMO toolsets, SharePoint, and scheduling tools.
5%	M	The incumbent will perform other 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 IT Spec I receives direction from the IT Supervisor II, who will ensure staff is sufficiently aware of the Division and Departmental goals and policies to support them through project activities and management actions.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems. The incumbent must have knowledge of principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

The incumbent must have knowledge of the principles and practices of business analysis. Good interpersonal skills are required in order to work with customers using innovative and proactive techniques in eliciting business requirements. The incumbent must have strong customer service skills, be familiar with the principles of project management; in addition, the employee must know the PAL process. The incumbent will be required to maintain knowledge of the IT Projects or project concepts in progress and under development as well as working knowledge of the mission and high-level core activities of each of the Caltrans programs.

The incumbent must have the ability to formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities and establish and maintain project priorities. The incumbent will apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization. The incumbent must consider the business implications of technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements. The incumbent must have situational awareness to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders. Finally, the incumbent will develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet the business needs.

The incumbent must have the ability to analyze information to determine business problems and processes in a level of detail necessary for a solution team to identify and implement solutions. The incumbent must have the ability to write clearly and concisely, document problem details, and current business procedures and process flows; analyze situations; reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions. The incumbent must establish and maintain cooperative working relationships with those contacted in the course of work; speak and write effectively; prepare effective reports, and communicate difficult/sensitive information tactfully; provide strong customer support for Caltrans' business programs; maintain a courteous and professional demeanor at all times while handling and prioritizing multiple tasks. The incumbent must communicate and work productively with supervisors and managers, technical staff, vendors, and customers in a professional consulting role; establish and maintain effective working relationships and provide excellent customer service. The incumbent must be able to act independently, exhibit open-mindedness, flexibility, diplomacy and tact. The incumbent must demonstrate sound work ethics, reliability and dependability; demonstrate effective decision-making skills in managing workloads; establish and maintain priorities, follow through and meet deadlines. Finally the incumbent must be able to facilitate and moderate meetings or workshops.

The incumbent must have a level of analytical ability sufficient to permit the employee to effectively apply current IT Project Management and Business Analysis techniques to the operational problems encountered by the Department.

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 Caltrans efficiencies through unnecessary delays, lost productivity, and user dissatisfaction.

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PUBLIC AND INTERNAL CONTACTS

The incumbent works closely with client personnel outside of the Information Technology organization. This will include all levels of management and staff within Caltrans and those external agencies, private companies and consultants. In performing the responsibilities of this position, the representative may initiate contact with other departments, governmental agencies or private companies concerning IT solutions, technologies, and methodologies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display monitor, and telephone. Incumbent is expected to be aware of ergonomic principles and employ safe practices in the workplace.

Mental requirements include an openness to change and new information; ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, adapt to changing priorities, and complete tasks or projects with short notice. Incumbent must maintain sustained mental activity needed for analyzing situations and problems. Incumbent must have ability to use problem solving and reasoning, maintain cooperative working relationships, and respond appropriately to difficult situations.

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

WORK ENVIRONMENT

This position may be eligible for telework. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. 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. The 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.

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.

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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