

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Supervisor II	OFFICE/BRANCH/SECTION IT/Network Services Branch/NetOps
WORKING TITLE Network Operations Unit Supervisor	POSITION NUMBER 900-170-1404-924
	REVISION DATE 11/05/2024

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 general direction of the Network Operations Office Chief, the incumbent serves as the Supervisor of the Network Operations Unit. This unit is comprised of IT professionals in various IT classification levels, who are responsible for managing the Caltrans enterprise Network and Video operations (VTC). The incumbent oversees a highly complex network operations consisting of more than 700 sites and collaborates on standards, processes, procedures for the analysis, design, implementation, maintenance, operation and procurement of network, voice and video technologies. The incumbent works closely with the Network Engineering Unit Manager and has responsibility for organizing, planning, coordinating, directing and controlling activities associated with the day-to-day operations of the Network and Video Operations.

**DOMAINS:**

System Engineering  
Client Services

**CORE COMPETENCIES:**

As an Information Technology Supervisor 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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **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. (Strengthen Stewardship and Drive Efficiency - 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 - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - 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)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Strengthen Stewardship and Drive Efficiency - Engagement)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	<p><b>Management and Supervision:</b></p> <p>The incumbent manages the Network Operations Unit. The Network Operations Unit is responsible for - managing the Caltrans enterprise network which is consisted of more than 700 sites. Provides leadership for developing and maturing the personnel infrastructure required to effectively manage the Caltrans enterprise network that support Caltrans business operations. Has full management responsibility in the recruitment, training, development, and retention of technical staff and consultants. Assigns, monitors and controls the workload of subordinates and provides guidance to achieve desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations by ensuring unit-wide application in the conduct of probationary reviews, annual Performance Appraisals, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personal and organizational growth. Ensures proper documentation of the processes and procedures for the Network and Video Operations Unit and all network operations in the districts.</p>
35%	E	<p><b>Planning and Operations Management:</b></p> <p>As a member of the IMD management team, the incumbent formulates, evaluates, implements, maintains and operates the Caltrans enterprise network to support Caltrans business operations. Directs all activities associated with Incident Management, Request for Fulfillment, Configuration Management, and Change Management. Participates and contributes to the establishment and maintenance of technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the network operations and video conferencing needs. Develops and administers plans, processes, procedures, and standards. Participates in tactical and strategic planning efforts to produce the annual business plan, spending plan, training plan and IT strategic plan. Directs and coordinates 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. Develop Budget Change Proposals as required to obtain resources to support the Caltrans IT infrastructure.</p>
20%	E	<p><b>Leadership:</b></p> <p>The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the Network Operations unit and all video conferencing needs in the districts. Provides the leadership for the development and improvement of the personnel infrastructure including the recruitment, development and retention of qualified staff. Establishes and maintains standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the network and video operations. Oversees market analyses, proof of concepts, and pilots of emerging technologies and recommends for adoption. Represents the Network Services Branch in internal and external meetings.</p>
5%	M	<p>Conducts analysis and writes reports related 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 Caltrans CIO, the department's executive management, applicable sections of the State Administrative Manual and Statewide Information Management Manual, and the State Telecommunications Management Manual.</p>

<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 supervises IT professionals in various IT classification levels. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Districts to ensure success of the IT Performance Management Programs.

**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 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.

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The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives. A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: Manage through staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

**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 will have a negative impact on the Department's ability to process critical decision-support information and therefore the ability to deliver its transportation mission.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent will interact 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. The incumbent must be able to lift computer equipment that weighs up-to 50 pounds.

**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.

The incumbent performs work indoors in a climate-controlled environment under artificial lighting. The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees. The incumbent may work after regular business hours and/or weekends to perform activities to support business operations and/or systems maintenance. Possession of a valid driver's license is required when operating a State owned or leased vehicle.

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 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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