

POSITION DUTY STATEMENT

PM-0924 (REV 06/2019)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION Division of Procurement and Contracts/IT Procurement and Contracts	
WORKING TITLE Information Technology Contact Analyst	POSITION NUMBER 7012-019-1401-XXX	EFFECTIVE DATE 08/26/2021

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of the Information Technology Supervisor II, the Information Technology Associate performs a variety of analytical tasks in support of complex telecommunications acquisitions and information technology (IT) procurement and service contracts. The Information Technology Associate possesses above average analytical and writing skills to support and develop a variety of IT procurement and service contract documents. The incumbent provides advice and expertise on various IT acquisition questions using knowledge and understanding of the IT procurement and contract laws, regulations, policies, concepts, and standards. The Information Technology Associate provides consultative and administrative support where the procurement advice or proposed acquisition plans will significantly impact the success of complex information technology and telecommunication projects. The incumbent must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds partners' expectations.

CORE COMPETENCIES:

As a 1401, the incumbent is expected to develop 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, and Goals.

- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Stewardship and Efficiency/Organizational Excellence - Integrity, Commitment, Teamwork)
- **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. (Stewardship and Efficiency, System Performance - Commitment, Teamwork)
- **Diagnostic Information Gathering:** Identify information needed to clarify a situation, seeking that information from appropriate sources. (Stewardship and Efficiency/Organizational Excellence - Integrity, Commitment, Innovation)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Stewardship and Efficiency/Organizational Excellence - Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety and Health, Organizational Excellence - Commitment, Teamwork)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Safety and Health, Stewardship and Efficiency, Sustainability, Livability and Economy, System Performance, Organizational Excellence - Integrity, Commitment, Teamwork, 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. (Stewardship and Efficiency/Organizational Excellence - Integrity, Commitment, Teamwork)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
45% E	Independently and cooperatively prepare IT acquisitions and/or solicitation documents and manage the solicitation process through acquisition award and execution. This may include, but is not limited to, the SB/DBVE Option Solicitation, Request for Quote (RFQ), Request for Offer (RFO), Request for Information (RFI) and Non-Competitive Bid (NCB) documents. Facilitate and assist Programs, Divisions, and Districts with the IT acquisition high score consensus selection process. Manage acquisition processes, contract development and execution, and peer review of complex and sensitive IT and telecommunications (Telecom) service acquisitions.

POSITION DUTY STATEMENT

PM-0924 (REV 06/2019)

30%	E	Provide expertise and advice to Caltrans personnel on the applicable IT or Telecom procurement and contracting processes pursuant to Department of General Services (DGS) Procurement Division (PD), Office of Legal Services (OLS), California Department of Technology (CDT) policies, State Administrative Manual (SAM), State Information Management Manual (SIMM), State Contracting Manuals (SCM), California Code of Regulations, Government Code, Public Contract Code, Streets and Highways Code, Military and Veterans Code, and other applicable laws and regulations. Provide consultative services to Caltrans partners to assist in the assessment of service needs, evaluation of options pursuant to requirements, and development of an action plan to secure those services. Assessment of needs and development of solutions may require meetings with Caltrans personnel, CDT, and DGS representatives to resolve ambiguities and problems with the development of contract and/or solicitation documents. Develop and/or maintain current documentation of procedures, boilerplate templates, policies, and control agency directives. Provide updates to Caltrans Programs, Divisions, and Districts on tools and processes to ensure ongoing compliance with all policies and regulations.
25%	E	Participate on project teams to support the development of Project Approval Lifecycle (PAL), strategic plan action items, performance measures, training curriculum and presentations, policies and procedures, and innovative process improvements. Maintain project updates for Caltrans management and partners. Notify the Bid, Protest, and Dispute Branch upon receipt of any protests, disputes, and/or terminations. Partner with the Bid, Protest, and Dispute Branch to provide information, assess circumstances, assist to determine resolution and response, and develop lessons learned documentation.
5%	M	Research system and software capabilities to stay current with emerging technologies and participate in product information forums. Research and document IT service contract processes implemented by other governmental entities to assess potential applicability to Caltrans' activities. Participate in team development of training materials and train internal partners on proper IT procurement and contract processes. Limited travel may be required.
5%	M	Gather and analyze data related to workload standards and productivity. Develop reports for use in communicating workload activities and accomplishments. Update the DPAC IT Acquisitions Office intranet page content, as necessary. Perform other duties as required.

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 level does not supervise, but may lead. The IT Associate has defined responsibility and authority for decision making related to projects or in an advisory function.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles, techniques, and procedures related to the delivery of information technology services and/or goods; the System Development Life-cycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

Ability to: Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison by communicating technical information to others both verbally and in writing; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Improper application of statutes, regulations, purchasing delegation terms and conditions would incur serious consequences, such as a loss of purchasing delegation and authority, lawsuits, stoppage of work and significant monetary losses. Inadequate or incomplete specifications could cause incorrect acquisitions or services failure, with the potential of large monetary losses to Caltrans. Improper specification analysis or delayed acquisitions could cause vendor claims for which Caltrans could be liable.

PUBLIC AND INTERNAL CONTACTS

Has frequent contact with employees at all levels in Caltrans, and contact with DGS, CDT, other agencies and external vendors.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard, mouse, and monitor. Requires the ability to develop and maintain cooperative working relationships; and respond appropriately to difficult and stressful situations. Must possess a high level of personal integrity, tact, and discretion.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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PM-0924 (REV 06/2019)

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Teleworking remotely may be an option. Employees may also be required to travel throughout the state.

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