

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION D53 Division of Design / Strategic Information & Business Mgmt	
WORKING TITLE e-Learning Course Developer	POSITION NUMBER 913-250-5393-005	REVISION DATE 11/18/2024

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 direct supervision and general guidance of the Office Chief (SSMII) of Strategic Information and Business Management, the incumbent eLearning Course Developer will develop, maintain, and support Design eLearning training statewide for the Office of Professional Development (OPD). This Design eLearning training supports the Department's statewide Project Delivery Professional Development (PDPD) plan. The incumbent will consult with Design seniors, Subject Matter Experts (SMEs), and managers to identify training needs; provide creative solutions to address individual and department-wide training issues; and provide training services that will continuously enhance the skills and abilities of Design staff statewide in the most cost-effective and efficient methods, which includes, but is not limited to: eLearning development and support, convert in-person training to on-line remote learning format, and manage eLearning contracts. The incumbent will also assist with the Division's Americans with Disabilities Act (ADA) document remediation process as needed to eliminate accessibility barriers by making documents easy to access on the Caltrans' external website for people with disabilities.

CORE COMPETENCIES:

As an Associate Governmental Program Analyst, 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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Innovation, Integrity)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **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 - Engagement, Equity, Innovation, Integrity)
- **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. (Cultivate Excellence - Engagement, Equity, 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, Equity, Innovation, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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POSITION DUTY STATEMENT

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40%	E	Design, develop, and implement competency-based, interactive eLearning solutions which includes, but is not limited to: collaborating with subject matter experts and others to identify training needs and develop course objectives; identifying instructional design strategies to address performance-based training problems; using computer applications such as Adobe Captivate, Adobe Creative Suite, Articulate, Microsoft Teams, Webex, and other industry standard eLearning software products to develop instructional programs and content which may include presentations, on-line courses, webinars, or teleconferences; evaluating a program's effectiveness to determine where improvements may be required and making revisions as needed; and creating technical documentation to support eLearning processes and functionality.
20%	E	Develop and write detailed scope of work for contracts and task orders in conjunction with Course Managers, Subject Matter Experts and others. Manage Contracts and/or assist other Contract Managers in reviewing, coordinating, and monitoring consultant's/agency's contracts development process to ensure conformance to existing Division of Procurement and Contracts (DPAC) policies, procedures and standards.
15%	E	Serve as OPD functional administrator in Caltrans' Learning Management System (LMS) and CTLeans as well as being the webmaster for the OPD website. Administers eLearning courses by making announcements, enrolling students, resolving issues for students, and closing sessions after certifying course completion for students. Reviews and reconciles training record in Staff Central Learning Management System (LMS) and Caltrans (CT) Learns to ensure accurate and complete. May serve as backup for the statewide Professional Licensing Program.
10%	E	Provide administrative support to generate reports from LMS, CT Learns, and AMS Advantage. Coordinate with Caltrans Divisions and Districts to conduct surveys to identify professional development and training needs. Secure training facilities, coordination and preparation of course materials, and working with other instructors and vendors to ensure that a quality course is delivered. Follow-up on class evaluations to make ongoing improvements and assert completion.
10%	E	Assist with the Division's American with Disabilities Act (ADA) document remediation process as needed to eliminate accessibility barriers by making documents easy to access on the Caltrans' external website for people with disabilities. Ensure web documents are in compliance with Government Code Sections 7405 and 11135 and the Web Content Accessibility Guidelines (WCAG) 2.0 or subsequent version, published by the Web Accessibility Initiative of the World Wide Web Consortium levels determined appropriate by the Department. This includes use of Caltrans authorized accessibility checker software tools (such as Microsoft Accessibility Checkers, PAC 3, CommonLook, etc.) to test for ADA compliance, fix identified accessibility errors, and achieve "passing" accessibility results. Work closely with the various DOD Offices/Programs to provide remediation services for new documents and updated versions of existing documents.
5%	M	Perform ad-hoc projects and reports that arise for various PD Divisions needs.

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 position does not supervise others but may act in a lead capacity; may also lead special training projects or task forces.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of contemporary training principles, techniques, and methods which includes, but is not limited to: adult learning; instructional systems design; industry standard eLearning software products; eLearning development and trends; classroom training delivery; effective training and presentations; computer-based technology, training evaluation, and effective visual and written communication.

Ability to develop, coordinate, and evaluate training programs; propose and develop effective eLearning solutions; develop and

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deliver in-person and on-line training; identify training issues; research training resources; analyze training data, and communicate and facilitate effectively; possess excellent customer service skills, complete projects in a timely manner using effective project management skills; set priorities; meet critical deadlines, and manage eLearning files.

Knowledge of graphic design principles and techniques, that include, but are not limited to: elements of design such as: line, shape, texture, space, size, value, and color; principles of design such as: balance/symmetry, rhythm/repetition, emphasis, unity, movement, and proportion/scale; page layout, color theory, and typography; principles of graphic tools and equipment; graphic design software applications; procedures for creating traditional and/or electronic files for output for single and multicolor publication.

Knowledge of on-line training tools and applications (such as Adobe Captivate, Adobe Creative Suite, Articulate, Microsoft Teams, Webex, etc.).

Knowledge of web design principles and techniques that include, but are not limited to: HTML coding, web page design and development, current standards and trends of web-based content delivery.

Knowledge of ADA accessibility checker software tools (such as Microsoft Accessibility Checkers, PAC 3, CommonLook, etc.) to test for ADA compliance, fix identified accessibility errors, and achieve "passing" accessibility results.

Ability to manage websites; edit web pages; stay current on web design trends; troubleshoot technical issues; communicate effectively with IT staff; and maintain web project files.

Knowledge of Division of Procurement and Contracts (DPAC) contract procurement and administration policies and procedures.

Knowledge of developing and converting training materials in compliance with ADA requirements.

Personal characteristics include strong written and verbal communication skills, professionalism, motivation, visual acuity, and creative and technical ability. Membership in industry professional development organizations is encouraged.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Improper recommendations or decisions may have the following consequences: negatively impact OPD's mission to "lead the development of excellent design staff, we provide an effective and sustainable statewide professional skills development program and support District training solutions"; misuse of training resources; inappropriate or inadequate training for employees to perform their jobs; and not providing quality customer service.

PUBLIC AND INTERNAL CONTACTS

May work with internal contacts at all levels, including rank and file employees, supervisors and senior executives, for a variety of reasons including: discuss course offerings, manage programs; and identify training needs and possible solutions. Also may include external contacts with training consultants, external agencies, and experts in the professional or technical areas on training and development issues. These contacts will be verbal or written, as needed, to perform assignments.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for moderate period of time using a keyboard and computer monitor; move training equipment, materials, and supplies; and stand for long periods of time while conducting training classes. Must be able to multi-task; adapt to changes in priorities; complete tasks or projects with short notice; sustain mental activity needed for curriculum design and development and other training-related analytical work; and understand the alignment between the OPD's mission and vision and the Department's mission, vision, goals, and values. Must be able to deliver training independently or with a co-trainer, based upon the office need, while using pre-existing or new curriculum. Must be open to change and new information; adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively collaborate, develop, and maintain positive and cooperative working relationships with co-workers, and others; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; recognize emotionally charged issues or problems and acknowledge the various responses; be tactful and treat others with respect.

WORK ENVIRONMENT

Employee will typically work in a climate-controlled environment and under artificial lighting. Overtime may be required when delivering training and traveling to and from a training site. Some traveling in state will be required.

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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.

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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