

POSITION DUTY STATEMENT

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE Information Technology Specialist I	OFFICE/BRANCH/SECTION Infrastructure Management Division/Marysville	
WORKING TITLE Deployment Services Lead	POSITION NUMBER 900-173-1402-924	REVISION DATE 12/19/2024

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the direction of an IT Supervisor II, the incumbent serves as a Deployment Services Lead supporting IT operations at the Marysville District Office and surrounding area. The incumbent will be tasked with complex administrative and support duties involving support of desktop computer users, laptops, tablets, mobile devices, printers, and specialized software applications. The incumbent is expected to have a strong background in collaborating on large information technology projects, working directly with customers and management. The incumbent should additionally have experience working in a lead capacity, collaborating with peers and management to organize workload, resources, and provide project management support for the department. Incumbent will be tasked with leading district wide IT projects and will be expected to guide them from conception, to completion, with only minimal instruction from management. The incumbent will regularly utilize written and verbal communication skills to develop process documents, recommend standards, create reports, interpret technology practices, and develop training materials. Incumbent will consistently utilize professional customer service and communication skills while providing support, and building relationships with customers, coworkers, and management. Additionally, the incumbent provides support for all phases of end user device life cycle management including deployment, installation, configuration, maintenance, inventory, operations and surplus. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques. Incumbent will be utilizing the prescribed ticketing system for the clear, accurate and technical written documentation of customer issues. Incumbent will consistently utilize professional customer service and effective communication skills when dealing with customers and coworkers. The incumbent will take a lead role in projects or assignments.

DOMAINS:

Project Management
Client Services

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (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 - Engagement, Equity, Innovation, Integrity, Pride)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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 - Engagement, Equity, Innovation, Integrity, Pride)

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- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	Systems Analysis The incumbent leads one or more teams and/or projects; organizes, plans, documents and analyzes business and technical requirements; develops System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs research, evaluates products and makes recommendation for adoption; produces specifications and build of materials for purchase requisitions.
20%	E	Systems Maintenance and Operations The incumbent leads one or more teams in performing health checks on systems, monitoring systems for proper operations; performing systems upgrade, managing and re-mediating security vulnerabilities and threats; troubleshooting and resolving very complex system anomalies; developing, maintaining and following established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; developing and maintaining Systems Maintenance Manuals.
15%	E	Systems Build The incumbent leads one or more teams in performing systems installation and configuration systems/ applications in various compute environments including development, test, staging and production; developing, maintaining and following established technology practices, processes and procedures for configuration management, change management and release management.
10%	E	Systems Test The incumbent leads one or more teams in organizing, planning and developing test use cases and System Test Specifications; collaborates with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; develops, maintains and follows established technology practices, processes and procedures for unit testing, system testing, performance testing, etc.
10%	E	Systems Design The incumbent leads one or more teams in systems design activities associated with solution architecture and infrastructure for business and technical problems, performs system modeling and prototyping to provide effective design solutions, develops System Design Specifications to meet business and technical requirements.
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 incumbent has no direct supervisory responsibilities. However, this position may require the incumbent to lead small to mid-size teams to achieve common goals and objectives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; 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.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; 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; consider the business implications of the 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; assess situation 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

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timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

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 departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies concerning IT technology related to the performance of this position.

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.

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. When available, a State vehicle will be provided. 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.

Some weekend or after-hours may be required. The employee must carry a cell phone and respond to calls after hours.

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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.

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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