

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Information Technology Supervisor II	OFFICE/BRANCH/SECTION HQ IT/ADSD/Custom Applications/Client Server Section	
WORKING TITLE IT Supervisor	POSITION NUMBER 900-170-1404-XXX	REVISION DATE 01/17/2025

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 IT Manager, the incumbent serves as the IT Supervisor II, overseeing the Client Server Unit. The unit is comprised of IT professionals in various IT classification levels ranging from an IT Associate to IT Specialist I, who are responsible for planning, organizing and managing the functions of new development, and production support of applications, accessed through the Internet, and Intranet. The incumbent will utilize various Departmental programming and development tools for internal and external customer support.

The incumbent has full supervisory, lead responsibilities for a team that includes all activities associated with the day-to-day IT operations, standards, processes and procedures that support a wide array of software technologies. The incumbent applies knowledge of the Software Development Life Cycle (SDLC) standards and best practices to guide and direct staff. The incumbent may act as a Technical Project Manager for small-to-large size, moderate-to-high complex projects to achieve the desired positive business value and meet agreed on scope, cost, schedule, and quality objectives. Provides direction for assignment of resources and establishes a balance between competing objectives to accomplish goals and allocates resources necessary to prioritized programs, projects, and tasks in support of the Departments' mission and strategic goals.

Incumbent is responsible for coordinating activities with internal and external customers as necessary to accomplish departmental objectives. The incumbent will set standards for quality services and products based on sound research, customer feedback and reasonable performance expectations. The incumbent will monitor and evaluate the Units' performance and project accomplishments to assess overall effectiveness and efficiency.

Domains:

Information Technology Project Management
Software Engineering

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.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, 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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity, Pride)

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- **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, Integrity)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)

TYPICAL DUTIES:

Percentage

Essential (E)/Marginal (M)¹

Job Description

35% E Management and Supervision

The incumbent will Supervise new and existing Client Server unit workload, software development, testing, release, post release support, training, maintenance and operations and implementation of web applications operating on the Departments' Internet and Intranet. The incumbent develops and reviews project reporting documents relating to the projects assigned to the Client Server unit. The incumbent has full supervisory responsibilities in the recruitment, training, development, and retention of technical staff and consultants. Assigns, monitors and controls the workload of subordinate technical IT staff and provides guidance to achieve the desired outcomes. Evaluates staff resources and training needs; establishes and implements performance standards and expectations, conducts probationary and performance reviews, prepares Annual Performance Reports, engages in constructive intervention, corrective and disciplinary actions, and encourages and supports personal and organizational growth. Oversees the thoroughness and completion of documentation of the processes and procedures for the unit.

35% E Planning and Operational Management

The incumbent will Supervise and direct software development, enhancement and maintenance efforts, testing, training, implementation, release, post-release and operations of a number of applications running on the Internet and Intranet. The incumbent will also be responsible for preparing for and facilitating meetings, planning and directing consultant work on enhancement efforts, reporting and providing status to Caltrans management and staff, and internal and external agency customers. Directs all activities associated with software development, incident management, request for fulfillment, configuration management, change and release management. The incumbent may be responsible for initiating, planning, executing and controlling project activities utilizing Agile and Scrum SDLC methodologies. Develops and administers business 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. As a Technical Project Manager for small-to-large size, moderate-to-high complex projects to achieve the desired positive business value and meet agreed on scope, cost, schedule and quality objectives. Conducts analysis and writes reports related to IT trends and best practices to maintain operational readiness and readiness for future technologies, utilizing inputs from staff, customers, peers and independent research in accordance with the Caltrans Strategic Plans.

25% E Leadership

The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the Client Server Unit. The incumbent provides coaching and mentoring to motivate, inspire, empower and encourage development and growth. Lead market analysis, proof of concepts, and pilots of emerging technologies and makes recommendations for adoption. Maintains a positive relationship with customers and manages people to achieve required business outcomes. Develops and maintains effective communication and working relationships with Caltrans executive management, state agencies, vendors and business stakeholders.

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5% M Other relatable duties as assigned

Review and provide feedback on project proposals, charters and committees, with an emphasis on consistency with Business and Strategic Plans, policies, standards and Departmental goals and objectives. Assist with development or develop Budget Change Proposals (BCPs), as needed. Acts on behalf of the Custom Applications/Client Server Section Chief during his/her absence and represents the Section Chief in internal and external meetings and presentations 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

The incumbent supervises multiple IT professionals ranging from IT Associate to IT Specialist I. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Districts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: coordinating, planning, setting priorities and leading IT-related activities in an organization. Help determine the IT needs of an organization. Be knowledgeable of the Software Development Life-cycle (SDLC) and IT Service Management (ITSM), specifically around change, release and deployment management processes, standards and best practices. Be knowledgeable in emerging technologies and their applications to monitor and maintain applications; business processes or systems process. 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. Follow 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.

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 subordinate supervisors and 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 have frequent contact with Caltrans' Executives, internal and external customers, vendors and contractors, IT senior and subordinate staff. He/she has occasional contact with Caltrans' Executives, District Directors, and Program Managers. The incumbent has occasional contacts with the CA Department of Technology, Department of Finance, Department of General Services, the State Controller's Office, and representatives from Federal and Local agencies. The incumbent has infrequent contact with the public.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone and may be required to lift and move supplies and equipment from one location to another. The incumbent must be able to walk between multiple State buildings and have a thorough knowledge of Caltrans building locations. This is a fast-paced job with a lot of deadlines. Thus, the incumbent in this position will be required to multi-task, be open to change, adapt to changes in priorities and policies, and to complete tasks or projects with short notice. The incumbent must be able to sustain mental activity needed for problem solving which includes reading, writing, analyzing, understanding, interpreting, consulting, developing alternatives, drawing sound conclusions, and recommending, implementing, and evaluating solutions. The incumbent must be able to exercise sufficient control over emotions to gain and maintain the confidence and respect of others, recognizing and acknowledging emotionally charged issues or problems and responding appropriately to them.

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 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.

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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