

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Information Technology Supervisor II	OFFICE/BRANCH/SECTION IT/PBMD/Business Mgmt/IT Certification & Performance Mgmt	
WORKING TITLE Chief, IT Certification and Performance Management	POSITION NUMBER 900-170-1404-xxx	REVISION DATE 02/19/2025

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

**GENERAL STATEMENT:**

Under the general direction of the Business Management Section Chief (ITM I), the incumbent is the Chief over the Information Technology (IT) Certification and Performance Management Unit and is responsible for planning, organizing and directing the work of the staff in all aspects of the State IT certification processes. The incumbent will consult with and provide guidance to IT management and performs the most complex and sensitive tasks related to certification and performance management. The incumbent directly supervises staff over the IT Certifications and Performance Management unit. This team of IT professionals are responsible for performance management of IT contracts and the certification of IT procurement requests that are critical, cross-functional, sensitive, and which directly affect the Department's ability to effectively deliver its vision, mission, and goals. This position is expected to continually enhance our customers' experience by implementing, utilizing, and monitoring proven customer service practices.

Domains:

Business Technology Management  
Client Service

**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. (Employee Excellence - Collaboration)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Integrity)
- **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. (Employee Excellence - Stewardship)
- **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. (Employee Excellence - Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Innovation)
- **Negotiation:** Negotiates in a manner that results in positive business outcomes, while maintaining strong relations with the other negotiating member. (Employee Excellence - 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. (Employee Excellence - Innovation)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - Collaboration)

**TYPICAL DUTIES:**

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

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35%	E	The incumbent organizes, plans, analyzes and supervises the delivery and quality of services provided by the Certifications and Performance Management unit in support of a wide range of complex IT and non-IT procurements. The incumbent provides expert consultation and advise to managers and staff with any IT vs. non-IT contract determination analysis and related matters. The incumbent ensures compliance with the interpretation and application of provisions of State Information Technology laws and regulations; assists staff in the interpretation and application of departmental policy, State Contracting Manual, State Administrative Manual, Public Contract Codes and rules and regulations. Conducts analysis relative to procurement trends and best practices. Advise, facilitate, or lead IT vs non-IT determination activities ensuring compliance with the State Contracting Manual, State Administrative Manual, and the Statewide Information Management Manual.
25%	E	The incumbent provides oversight of all phases of performance management to ensure efficient and effective administration of IT contracts. Serves as an expert advisor and provides recommendations and guidance regarding contract performance management, including developing contract strategies, leading negotiations on highly complex Information Technology contracts, monitoring contract compliance, resolving disputes, and ensuring all contracts align with State policies and legal requirements. Provides direction and oversight on contract management issues and concerns to ensure all contracted services are delivered in accordance with current state laws, policies, and procedures. Provides direction on monitoring risks and trends with potential impacts to program contracts and ensures proactive steps are taken to meet contract deliverables. Coordinates with the Division of Procurements and Contracts and Legal Office to achieve optimal contract outcomes and to ensure the development and implementation of contract administration policies, procedures, standards, and guidelines.
20%	E	The incumbent is responsible for the performance of unit employees, including establishing performance expectations, annually updating duty statements, completing individual develop plans, completing probationary reports, and implementing performance management, which shall include corrective and disciplinary actions as necessary. The incumbent shall encourage team building, facilitate cross training, and promote continuous improvement; use motivational techniques, provide training for employees, and create a positive environment for change. Review and assess current processes for accuracy and efficiency. Verify that staff are fully trained on process execution and possess skills commensurate with their classification. Identify gaps and vulnerabilities, and recommend solutions. Maintain documentation and desk manuals. Schedule periodic process review and training activities, including discussions, presentations, and table-top exercises. The incumbent is expected to be a Subject Matter Expert for the division's IT Online Acquisitions Tracking System (OATS).
15%	E	Keep apprised of any changes to IT procurement law and regulations and recommend implementation of those changes. Provides direction to management on all aspects of State purchasing and contracting requirements. Identifies inefficiencies in the Department's procurement and contracting process, recommends as well as initiates procedural changes to enhance efficiency. Alerts management of any developing contract issues which may pose a problem. Compiles and submits reports. Regularly report on work that is completed and prepare status reports. Monitors interactions with internal and external customers to ensure a consistent and positive relationship.
5%	M	Performs other job related duties, which may include miscellaneous special projects as assigned by management.

<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**

Directly supervises staff of IT professionals within the IT Certification and Performance Management Unit.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The employee should be familiar with Caltrans mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

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Have the ability to research, understand, interpret and articulate applicable contract, facilities management, and business services laws, rules and regulations. Have knowledge and expertise with the operation and functions of the DGS and the California Department of Technology and be knowledgeable of the California Government Code, Public Contract Code, State Administrative Manual, and State Contracting Manuals in these areas.

Have the ability to solve difficult personnel problems, research, understand, interpret and articulate applicable employment laws, rules and regulations. Have knowledge and expertise with the operation and functions of the California Department of Human Resources (CalHR) and the State Personnel Board (SPB), and be knowledgeable of the California Government Code and the California Code of Regulations in the area of Human Resources. Have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training, Caltrans policies and procedures, safety, health and Equal Employment Opportunity objectives.

Must be knowledgeable and possess a high level of analytical skills and have a good working knowledge of IT and Non-IT procurement, contracts, and IT certification process. Must have knowledge of State IT procurement vehicles and processes as defined in the DGS SAM and SCM Volume 2 IT and CDT SIMM 71B and SIMM 22B procurements, instructions and submittal. Must be proficient in using database, spreadsheet and charting software.

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**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent must ensure decisions and recommendations are based on sound analysis of laws and rules, policies, facts, and appropriate criteria. The incumbent is responsible for the management of the IT contracts and procurement policies. Poor judgment and/or decisions will result in ineffective or illegal procurement practices. Errors in procurement packages may result in the Division losing its ability to exercise its delegated acquisition authority.

The incumbent may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions or similar information. Failure to protect department employees' confidential information may damage Caltrans' reputation, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

The employee is responsible for the unit who processes IT acquisitions and certifications for the Department. Failure to process the orders timely will prevent Caltrans from meeting strategic objectives.

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**PUBLIC AND INTERNAL CONTACTS**

Requires daily contact with all levels of Management and staff throughout the Department. Has contact with external entities such as vendors doing business with IT, Department of General Services (DGS), and Caltrans Management and staff in Accounting, Budgets, Procurement and Contracts.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Employees may be required to sit for long periods of time using a keyboard and monitor; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

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**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

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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.

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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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