POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION DHR/Learning & Development Office	
WORKING TITLE LMS Administrator	POSITION NUMBER	REVISION DATE

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 a Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) serves as Caltrans' lead Learning Management System (LMS) Administrator. The incumbent is responsible for the administration and maintenance of the Department's enterprise LMS platform, Anthology, which integrates the Genius system and other tools (e.g. LinkedIn Learning) via APIs. The AGPA performs a variety of complex technical and analytical duties to ensure the LMS effectively supports statewide workforce development and training needs. This includes training and supporting staff in using the system, analyzing usage data to drive adoption and measure training effectiveness, and coordinating with internal stakeholders and vendors on system improvements. The incumbent also troubleshoots and resolves LMS issues, implements enhancements, and stays current with e-learning best practices to continuously improve the platform. Please see Work Environment section for more information.

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. (Employee Excellence - Innovation)

- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - People First)

- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Employee Excellence - People First)

- **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 - People First)

- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - People First)

- **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. (Employee Excellence - People First)

- **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. (Employee Excellence - People First)

- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Employee Excellence - People First)

- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - People First)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]	Job Description
35% E	Administer and maintain Caltrans' enterprise LMS (Anthology) and its integrations with Genius, LinkedIn Learning, and other tools. Ensure proper system configuration, user account management, content organization, and data integrity for reliable operation of the platform. Coordinate with Caltrans IT and the LMS vendor to manage API integrations, implement system updates, and optimize overall system performance.

25%	E	Provide training, support, and guidance to staff across Caltrans in effective use of the LMS. Develop instructional materials and conduct workshops or one-on-one coaching on key LMS functions such as course creation, reporting features, and navigation. Serve as a liaison and resource to all districts and divisions, advising on LMS capabilities and best practices to maximize each unit's use of the system for their training needs.
20%	E	Perform system and user data analysis to monitor LMS utilization, user engagement, and training outcomes in support of Caltrans' workforce development goals. Generate dashboards and detailed reports on training compliance, course completion rates, learning performance metrics, and overall system usage trends. Use data insights to evaluate the effectiveness of training programs and make recommendations to management for improvements or policy updates as needed.
15%	E	Troubleshoot and resolve technical issues or errors in the LMS in a timely manner. Work with end-users and technical support staff to identify problems, and coordinate with the LMS vendor (Anthology/Genius) or Caltrans IT teams to deploy fixes and solutions. Test new LMS features or enhancements and assist in planning and executing system upgrades to continuously improve functionality and user experience.
5%	M	Stay informed on emerging LMS trends, tools, and best practices in e-learning and digital training platforms. Incorporate relevant innovations to enhance Caltrans' LMS capabilities and user experience. Perform other related or administrative duties as required in support of the Department's training and development program.

[1]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
This position does not supervise others, but may act in a lead capacity; may also lead special training initiatives.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Knowledge of learning management systems (particularly Anthology and Genius), LMS integrations via APIs (e.g., LinkedIn Learning), and data visualization tools such as Tableau. Ability to administer and maintain LMS platforms; support and train users with varying levels of technical proficiency; troubleshoot system issues; ensure data integrity; and develop user guidance, technical documentation, and training materials. Must possess strong communication skills, a collaborative mindset, and attention to detail. Analytical skills required to assess LMS usage trends, user engagement, and training compliance; develop dashboards and reports; evaluate system effectiveness; and recommend data-driven improvements that support a skilled and informed workforce.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
Improper recommendations, system configurations, or reporting errors may result in the following negative consequences: 1) Inaccurate training compliance data that affects management decision-making and audit readiness; 2) Disruption of learning operations due to LMS performance or access issues; 3) Missed opportunities to improve workforce skills due to ineffective system use or lack of adoption; 4) Reduced trust in the LMS and diminished customer satisfaction; 5) Inefficient use of training resources and diminished return on investment for statewide learning initiatives.

PUBLIC AND INTERNAL CONTACTS
Will regularly work with internal contacts across Caltrans—including program managers, training coordinators, IT staff, subject matter experts, and end users—to support LMS use, resolve technical issues, generate reports, and provide training or guidance. May also interact with external contacts such as LMS vendors (e.g., Anthology, Genius), API content providers (e.g., LinkedIn Learning), and training partners to coordinate system support, integrations, and enhancements. Strong verbal and written communication skills are essential to convey technical concepts clearly, provide user support, and ensure system alignment with organizational training goals.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
May be required to sit for extended periods of time using a computer, keyboard, and multiple monitors to administer and support the LMS. Must be able to lift and move training-related equipment, materials, or technology up to 25 pounds as needed. Requires sustained mental focus for analyzing data, troubleshooting system issues, managing configurations, and responding to user inquiries. Must be able to manage multiple priorities, respond to tight deadlines, and adapt to shifting business needs or technical challenges. Requires the ability to work independently and collaboratively, maintain professionalism in interactions with users and stakeholders at all levels, and demonstrate emotional intelligence when addressing user concerns or system limitations. Must remain open to learning new technologies, adjust to frequent system updates or enhancements, and align efforts with the mission, vision, and values of the Learning and Development Office and the Department.

WORK ENVIRONMENT
This position is impacted by departmental telework policies and directives, which are subject to change. The position's headquarters location resides in a climate-controlled environment, under artificial lighting. Overtime may be required when

delivering in-person training requiring traveling to and from a training site outside of the headquarters area.

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