

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	D59/DES/OAS/Technical Publications & Graphics Services	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Lead Webmaster	559-045-5393-xxx	11/01/2015

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of the Branch Chief, Technical Publications and Graphics Services (a Staff Services Manager I), the incumbent is a staff specialist responsible for the Division of Engineering Services (DES) Administration and DES Websites. This position also has primary responsibility for development of the design and layout of the DES newsletter. Typical tasks include but may not be limited to the following:

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	Independently act as webmaster for the subdivision and the DES' main (Internet/Intranet) webpages. The incumbent will serve as the primary web developer responsible for the creation of a network of webpages highlighting DES programs and processes. Design, develop, document, and maintain webpages using various web development tools, such as Drupal. Review and monitor webpage content, ensuring timely update and accuracy of website postings. Direct the conversion and publishing of documents, materials, and forms. Independently conduct analysis of website usage to identify trends and prepare periodic reports including recommendations for changes or revisions to the website organization and/or structure. Develop procedures for staff regarding updates to the website. Review requests received from webpage users and refer requests to appropriate staff for response.
20%	E	Provide consultation, analysis, and recommendations to DES management on web-related issues, processes, and business practices. Serve as subject matter expert to assist other subdivision webmasters including the coordination of division-wide mandates to the webpages. DES' liaison to Information Technology on webpage conversions and other web-related activities. Ensure compliance with Caltrans' Information Technology (IT) web standards, in addition to State and Federal Laws regarding accessibility for all users. May serve as a DES liaison to the Capital Outlay Support Program on web technology issues. Work collaboratively with other DES and Department staff on these efforts.
20%	E	Ensure technical documents are placed on the DES Technical Publications and Graphics Services' Branch webpage. Responsible for the update and distribution of technical documents working with the Division of Procurement and Contracts (DPAC) Publications. Develop mechanism to track and monitor publication inventory, ensuring adequate inventory control. Monitor the time-frames and deadlines for final publication of documents. Working with the Office of Business Services and Security Reprographics Unit, prepare appropriate procurement and bid documentation for technical documents reproduction.
10%	E	Completes special assignments, projects and drills as requested. Responsible for the design and layout of the DES newsletter. Assists in the design and revisions to the DES brochure.
05%	E	Serves as backup to other Office of Administrative Services analysts. May serve as Branch Chief in the Technical Publication's Branch Chief's absence.

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05% M Research and develop procedures to maintain all historical records and master copies of technical manuals. Ensure permissions and authorizations are obtained for use of copyrighted engineering and scientific materials.

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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a good understanding of Caltrans functions and organization in addition to related policies and procedures of the Department and DES. Must also have a clear understanding of the principles and practices of editing and technical reporting writing. Experience in departmental resource database/systems is desirable.

Incumbent must have strong written and verbal communication skills, and must be willing to lead other staff while retaining responsibility for decisions made in distribution of workload and methods used to meet project requirements. Must be able to work in a team environment with attention to detail, and a commitment to provide quality customer service. Incumbent must have sound judgment and professionalism, strong organizational skills, and the ability to work under pressure with diverse groups of people.

Incumbent must demonstrate the ability to accurately analyze situations, research and utilize problem-solving techniques, and prepare concise written and/or verbal responses to complex issues and adopt an effective course of action.

Incumbent must have the ability to work independently and effectively coordinate with various levels of management and staff, both in person and through telephone communication.

Incumbent must be able to collect, develop, categorize, maintain, and summarize information, and to write clear concise correspondence, reports, and technical analysis. Must be open to new or different ideas or opinions and have the capacity for creative thinking and problem solving.

Knowledge of and ability to use personal computer equipped with e-mail (Microsoft Outlook), word processing and spreadsheet software including Microsoft Office Products (Word, Excel, Access and PowerPoint), Adobe Creative Suite 5.0 (Acrobat, Illustrator, InDesign, Photoshop and DreamWeaver), Filemaker Pro, and Internet/Web development applications (e.g., Filezilla) are required.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for providing effective, pertinent, and responsive administrative support and various reports to DES management. Decisions based on the information provided by the incumbent, directly impacts the effectiveness of DES in meeting its goals, objectives and fiscal constraints. If the information is not timely and is incorrect, it can have a major impact on management decisions.

PUBLIC AND INTERNAL CONTACTS

The incumbent has frequent contact with all levels of staff within DES, other department programs, and districts. The incumbent must be able to address DES related issues and questions from all requestors, both within and outside the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard/mouse and video display monitor, or while attending meetings. The incumbent must be able to use fine manipulation and/or simple grasping during the course of the workday. Some walking may be required.

The incumbent must be able to effectively communicate in English and may be required to make presentations, lead and facilitate meetings, and serve on committees and special project teams. The incumbent must be able to sustain the mental acuity needed to conduct necessary research, analysis, and synthesis of issues and make well-reasoned

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recommendations to management.

The incumbent must be able to organize and prioritize large volumes of technical documents. The workload is subject to frequent, substantial and unexpected changes that could affect the scheduling or completion of assignments. The incumbent must have the ability and aptitude to utilize a personal computer to update, retrieve, and analyze information.

The incumbent must be able to handle multiple tasks, while regularly responding to e-mails and phone calls. This position requires the incumbent to be flexible and adaptable to changing policies and procedures. Must be able to adapt to changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships and recognize difficult, emotionally charged and/or sensitive situations and handle them effectively and appropriately. Must deal effectively with pressure, maintain focus and intensity, and yet remain optimistic and persistent, even under adversity.

The incumbent must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. The incumbent will value cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employee may be required to travel to other satellite offices for training and/or meetings.

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.)

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