

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Assistant Information Systems Analyst	<b>DISTRICT/DIVISION/OFFICE</b> D20/Information Technology/Customer Service Division	
<b>WORKING TITLE</b>	<b>POSITION NUMBER</b> 900-170-1479-924	<b>EFFECTIVE DATE</b> March 2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.**

**GENERAL STATEMENT:**

Under the general direction of the IT Portfolio, Reporting & Oversight Supervisor of Information Technology Customer Service Division, the incumbent will perform technical assignments in support of the division. The incumbent will use software applications including MS Word, Excel, PowerPoint, Visio, Outlook, and MS Project to create project schedules, monitor and track risks and issues, develop reports, and perform other IT project-related activities, as directed, in support of the IT Project Management Office (PMO). The incumbent will assist the supervisor and other PMO staff with project related issues which require the incumbent to exercise a high degree of initiative, tact, and the ability to act independently in anticipating problems/needs. The work requires detailed knowledge of the Department's organizational procedures, policies, and general knowledge of IT Project Management concepts and practices.

**TYPICAL DUTIES:**

**E - Essential**  
**M – Marginal**

- 35% E Assist in the development and analysis of IT project documentation including; IT project management plans, Feasibility Study Reports, IT portfolio reports and other materials, as needed or directed, ensuring content is consistent with IT Project Management best practices, Department of Technology requirements, or departmental policy and procedures.
- 30% E Assist with Feasibility Studies; provide analysis and support of project reports, ensuring compliance with the California Project Management Methodology (CA-PMM); identify and document project risks and issues; prepare project schedules; assist Contract Managers with issues related to vendor performance, deliverable expectations, and acceptance criteria; and assist with the development and/or analysis of Concept Papers.
- 30% E Develop or compile reports and assist in the development and implementation of methodology, policies, standards, processes, procedures, templates, and toolsets related to the functions of IT Project Management, Reporting, and Oversight in support of the Department's IT Project portfolio.
- 5% M Perform other duties as assigned.

**SUPERVISION EXERCISED OVER OTHERS:**

None.

**KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:**

A demonstrated interest in assuming increasing responsibility and gaining the skills and experience required in an IT Project Management Office.

**Knowledge of:** General knowledge of IT Project Management and the Department of Technology's California Project Management Methodology (CA-PMM) requirements. Experience with, and ability to use computer programs such as Microsoft Word, Excel, PowerPoint, Outlook and Project.

**Ability to:** Establish and maintain cooperative working relationships; carry out assignments without detailed instructions; speak and write effectively; work independently, prioritize work assignments and meet deadlines. Must be able to prioritize work to ensure critical deadlines are met.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

Accountability for work performed is expected. Caltrans' program, project, contract managers and staff will depend on the Assistant Information Systems Analyst's work products. Bad judgment and/or decisions may impact the IT Project Management Office's ability to effectively deliver IT services to Caltrans' business programs. Mistakes could cause delays in taking appropriate action, claims against the State, and/or could otherwise impair the PMO's ability to provide quality service.

**PUBLIC AND INTERNAL CONTACTS:**

The incumbent will interface with a wide variety of program and project personnel within the Department. The incumbent may also have contact with individuals from the private industry, elected officials and their staff, or other governmental agency representatives. These contacts require exercising tact and sensitivity in responding with requests. Internal contacts occur regularly with all levels within Caltrans.

**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. Requires occasional bending, stooping and kneeling. Additionally, the incumbent should be able to: value cultural diversity and other individual 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 different people in different situations, be tactful and treat others with respect; and multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

