

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	D20/IT/ITSD/Web Design Unit	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Associate Information Systems Analyst (Specialist)	900-170-1470-924	

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 general supervision of a Senior Information Systems Analyst (Supervisor), the incumbent will be responsible for the development and/or maintenance of Caltrans internal and external websites and the less complex web applications. The incumbent supports departmental Internet and Intranet websites and less complex web applications by using HTML, CSS, and JavaScript, PHP or other scripting languages that may be adopted as departmental standards. The incumbent uses tools such as Web Content Management Systems (DRUPAL), Adobe Dreamweaver, and Adobe Acrobat in support of these systems, which reside in UNIX and MS Windows environments. These applications will lower the risk of web based vulnerabilities, ultimately lowering the Department's costs for resolving security issues. The application design and development will include open source and Web 2.0 technologies in various operating systems as follows:

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
50% E	Analyze, design and debug websites/pages. The employee will review program requests, translate the request into the best website/page solution. The employee troubleshoots problems on web sites as needed and provides solutions. Posts customer content to the Internet and Intranet. The employee also assists in writing content for Information Technology Division. Proofs content from other users before posting.
30% E	Provide customer support for the applications supported. The incumbent discusses alternatives, sets up demonstrations, reviews client needs and business problems, and attends demonstrations with the clients. Incumbent reviews test results with clients and works with clients on system testing. Incumbent and the client are a team working on resolutions to the business problems.
20% M	Provides programming and non-programming support for the systems and activities of Web Design and Transitional Applications. The incumbent will be responsible for completed staff work, analysis, programming, testing, and other tasks and activities assigned to support IT. New development will consist of web based applications mostly in open source but not restricted from other technologies.

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 has no direct supervisory responsibilities. However, when performing in a project lead capacity, the incumbent will coordinate the work of co-workers and will be responsible for reporting progress to the supervisor.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: generally accepted information technology concepts, practices, methods, and principles. The incumbent should have a working knowledge of W3C standards, Content Management System and 508 compliance standards. The incumbent should have an understanding of client/server architectures, networking concepts and protocols, and an appreciation for the challenges inherent in transferring data across platforms. Working knowledge of data structures, file organization, data modeling techniques, and methods for data storage and retrieval.

The incumbent must also be fully knowledgeable of good practices of website and web page design, programming and documentation. The incumbent must be capable of studying work processes for the design of new systems and the revision of existing data processing systems. Also required is a thorough understanding of the principles of task management; operational guidelines; and, preparation and maintenance of program and system documentation and user

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manuals and guides and of the Structured Development Process.

Ability to: Write clearly and concisely, document system procedures and flow; analyze data and situations; Reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; write complex scripts and develop supporting documentation; apply creative thinking in the design and development of processing data with electronic computers; establish and maintain cooperative working relationships with those contacted in the course of the work; speak and write effectively; prepare effective reports; and provide technical support to other incumbents.

Analytical Skills: The Incumbent must be able to determine appropriate techniques to satisfy work requirements; analyze methods to achieve greatest results with a minimum of effort and recognize proper usage of appropriate technology consistent with job requirements and cost effectiveness.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for decisions, actions, and consequences related to the deployment of system applications, the failure of which would result in the loss of Departmental funds and customer trust.

PUBLIC AND INTERNAL CONTACTS

The incumbent works closely with client personnel outside of the Information Technology organization. This will include all levels of management and staff within Caltrans and those of external agencies, private companies and consultants. In performing the responsibilities of this position, the incumbent may initiate contact with other departments, governmental agencies or private companies concerning EDP technologies and methodologies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical Requirements:

- Incumbent may be required to travel in state, but the travel is not very frequent.
- May be required to sit for long periods of time using a keyboard and video display terminal.
- Requires occasional moving of objects, bending, stooping and kneeling.

Mental Requirements:

- Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.
- Must be able to concentrate and to focus for long periods of time in order to review and create programs, documentation and/or reports.
- Must be able to organize and prioritize large volumes of varied documents.
- Must be able to develop and make presentations to employees, customers and occasionally to departmental management.
- Prepare and present a timely response to queries from control agencies and project stakeholders, and be prepared to maintain established levels of service and work agreements based upon resource availability.

Emotional Requirements:

- Ability to resolve emotionally charged issues reasonably and diplomatically.
- Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity.
- Must consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations.
- Must be tactful and treat others with respect.
- Must be open to change and new information.
- Must adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.
- Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service.
- Must have the ability to influence others toward a spirit of service and meaningful contributions to mission accomplished.
- Must value cultural diversity and other individual differences in the workforce.
- Must ensure that the organization builds on these differences and that incumbents are treated in a fair and equitable manner.

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WORK ENVIRONMENT

While at their base of operation, incumbents will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Incumbent will work in workstations within shared cubicles. Working hours will be set between 6:30 a.m. and 6:30 p.m. The workload is subject to frequent, substantial, and unexpected changes within a few months. Overtime may be required, and vacations may be restricted in order to meet project deadlines and operational requirements. While we expect and promote internal transfers within the Division, for personal and professional development, we encourage staff to stay in their positions long enough to develop some expertise before transferring. Scheduling is often difficult because of stringent timing limitations and the need to coordinate the organization's work with other organizations committed to the same production requirement.

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