

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Information Systems Analyst (Specialist)	D20/Information Technology/CSD/Marysville IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Web Master/Tech Secondary Support	900-173-1470-924	

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, and is administratively and professionally responsive to the Data Processing Manager I (DPM I) daily, the incumbent provides web master, customer service and desktop computer support for District 3 in the Marysville and Sacramento area as follows:

**TYPICAL DUTIES:**

Percentage		Job Description
60%	E	Serve as the District 3 Webmaster. Act as a consultant to District web page developers with direction on design and development techniques and Department standards. Periodically review District web pages for standards conformance functionality. Assist with administration of the District's web servers. Coordinate webmaster design and standards with Program functions to Department standards.
25%	E	Provide second level support for District customers for Information Technology (IT) needs. Responsible for purchasing, programming, upgrading, activating, deactivating and troubleshooting all cellular equipment for the District. This will include troubleshooting of software on the devices as well as installing and troubleshooting software on the workstations for blackberry synchronization and installations. Updates and approves all charge coding via the Form 20C process for monthly charges. Analyze and evaluate cellular device billing to ensure proper and cost effective rate plans are being utilized, and that correct cost coding is being provided to HQ accounting Utilities Payment Section. Troubleshoots and arranges for maintenance and repair of all electronic data processing equipment in assigned area of support. Installs, configures, and supports other information technology equipment such as Blackberries, scanners, plotters, printers, and digital cameras.
10%	E	Analyze, evaluate, and recommend new cellular equipment and services for District customers. This is in accordance with the Chief ATR and the processes and guidelines that are available. Review monthly bills, research problem areas with regard to cellular coverage and the needs of the customer. Assist customers by processing purchase requests and justifications and performs other duties as required.
5%	M	Researches, evaluates, and recommends new equipment and software for assigned area of customer support. May also be required to assist other network staff on as needed basis.

<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**

None.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must have a working knowledge of electronic computer systems; electronic data processing equipment and its

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capabilities; customer support techniques; The employee must possess the ability to understand the basic concepts of the hardware, software and telecommunications and networking for platforms supported within District 3. Must have knowledge of web page development software such as Drupal, Dreamweaver and Fireworks. Must analyze related operations/activities to determine appropriate recommendations to the various users performing computer-related operations in the district. Must have the ability to comprehend future electronic information technology trends. Must be able to speak and write effectively and prepare effective reports.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for decisions, actions, and consequences related to the operation of the district's operation, the failure of which would result in the loss of District and North Region communications and/or data and possibly impact project delivery schedules.

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### PUBLIC AND INTERNAL CONTACTS

Must establish and maintain cooperative working relationships with District and Region staff and outside vendors. Interact directly with District and Region technical staff to keep systems on-line. May also deal with other State, Federal, County and City agencies in coordinating network access and communications.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Requires the operation of a personal computer and desk and cellular phones. Considerable time will be spent sitting at a desk or riding in an automobile. If travel is completed in State vehicle, a valid class C drivers license is required. Requires movement of computer equipment weighing up to 40 pounds. Sustained mental activity may be needed for report writing, auditing, problem solving, analysis and reasoning. Emotional requirements include the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses. Must be able to maintain composure.

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### WORK ENVIRONMENT

Incumbent will work in a climate-controlled office with artificial lighting; additionally time will be spent in environmentally controlled areas such as computer rooms. The employee may encounter dust in network closets or under computer room raised floors.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

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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)

FARRELL SAVAGE-LOW

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SUPERVISOR (Signature)

DATE

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