

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Data Processing Manager I (DPM I)	OFFICE/BRANCH/SECTION D20/HQ - IT/Management Support Office/ITAM/Acquisitions	
WORKING TITLE Manager; IT Acquisition Support Branch	POSITION NUMBER 900-170-1381-924	EFFECTIVE DATE 10/01/2015

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 general supervision of the Chief of the Information Technology (IT) Management Support Office, a Data Processing Manager II (DPM II), the DPM I serves as a Manager of the IT Acquisitions Support Branch for the Department of Transportation (Caltrans) within the IT division. The incumbent has responsibility for ongoing tasks related to enterprise IT acquisition planning, processing, and contracts. This position is expected to continually enhance our customer's experience by implementing, utilizing, and monitoring proven customer service practices. As a key leader in IT, the incumbent ensures staff is highly qualified to perform their duties and meet customer expectations.

The position directs the work (schedules work assignments, sets priorities, and makes adjustments as necessary due to changing priorities) of professional staff in providing IT contracts and acquisition certification, purchasing and contracting of IT goods and services. The incumbent develops policies and establishes and monitors performance levels in order to ensure continued improved customer service to IT internal and external customers as follows:

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
45% E	Manages the preparation of IT acquisitions and contracts for the division. Interacts with district and program representatives to ensure data accurately represents the division's IT needs. Contributes to the tracking and evaluation of the division's IT procurements and contracts. The incumbent will manage the research that will lead to process change recommendations for Management and along with others, will review procedures for legal compliance. The incumbent will contribute to control agency compliance efforts within the division. The incumbent will work with the division's business programs and will assist in analyzing and processing IT procurement documents statewide in preparation for IT Certification and, where appropriate, control agency review.
25% E	Manages and directs staff to ensure compliance with State law, State regulations, and Division standards and policies. Assists in the development, documentation, and improvement of the IT acquisition/contract process for the division. Develops, implements, and monitors innovative customer service and support strategies to meet division business needs while complying with State IT policy and guidelines.
20% E	Supervises and directs the work of IT professionals. Establishes and communicates job performance standards and expectations and evaluates staff performance as needed referencing duty statements and individual development plans (IDPs). Conducts job performance assessments, providing feedback on performance and expectations. Prepares performance appraisals, utilizing progressive discipline practices, and takes corrective action when work performance problems arise. Actively participates in selection interviews and hiring decisions, provides orientation, training and guidance as needed to develop staff. Develops and implements strategies to ensure division employees are trained and developed to meet IT challenges and to exceed customer expectations.
5% E	Participates in discussions to evaluate and negotiate with outside vendors, resellers and outsourcers to optimize the cost-effective procurement of less complex IT goods and services.
5% M	Attends meetings held locally or remotely as necessary to maintain good services and support functionality.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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 will supervise a small sized group of IT professionals.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must possess a high level of analytical skills and have a good working knowledge of the IT procurement, contracts, and certification process. Exhibits excellent communication skills both verbally and in writing in a clear and concise manner that is easily understood by the intended audience, including the ability to develop and document new processes. The incumbent must have the ability to communicate effectively with other technical personnel and program staff. The incumbent must be able to make rational and feasible decisions and effectively evaluate the results and consequences of such decisions and activities as they relate to the procurement of IT goods and services. Must be able to work independently and as a member of the IT management team. Must be able to define management issues and contract problems and identify key issues and implications of unresolved problems.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for the management of the IT contracts and procurement policies and procedures as they pertain to IT. The incumbents management strategy will effectively and successfully implement IT standards and their associated processes and procedures. Poor judgment and/or decisions will have a negative impact on the division's ability to manage it's IT procurements and contracts. This may result in the approval of acquisitions that do not comply with the division's standards. Poor judgment may also lead to ineffective or illegal procurement practices. Should this occur, the division may lose its ability to exercise its delegated acquisition authority. This may lead to a further loss of authority and affect the timeliness of future IT procurements.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with all levels of staff and management of IT staff from the districts, programs, other divisions and vendor communities. The incumbent must establish and maintain good partnerships with IT Managers and staff, district Resource Managers and staff, Program Managers and staff, and IT's internal and external customers. The incumbent may also be required to contact other government and/or control agencies (e.g., Office of Information Technology, Department of General Services, Division Of Finance, etc.) and vendors or outside consultants who may be providing IT services to the division.

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.

Mental requirements include: openness to change and incorporating new information; ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Incumbent must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional requirements include: ability to value cultural diversity and other individual differences in the workforce; ability to adjust rapidly to new situations warranting attention and resolution; ability to consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; ability to be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, incumbent will work in a climate-controlled office under artificial lighting using a personal computer. Incumbent may be required to travel for training and for in-person contact with the public and internal contacts referenced above.

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.)

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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
