STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Data Processing Manager II	D20/Information Technology/CSD/Stockton IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Chief, District 10 Information Technology	900-180-1384-	

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 direction of a Data Processing Manager III (DPM III), the Data Processing Manager II (DPM II) manages and directs the District 10 Information Technology Office. As Manager within District 10, the incumbent provides expert consultation and advice to District management on Information Technology (IT) issues. This position provides direct managerial leadership and supervision to a group of IT professionals who are at a distance from their peers. Responsibilities include, but are not limited to networks, servers, applications, help desk, desktop support, desktop configuration management and IT business services including acquisitions and telecommunication services. The incumbent will also provide assistance and guidance on the interpretation of contract language and application of laws, rules, regulations, and policies associated with the Department's Information Technology acquisitions.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
65%	E	Technically and administratively responsible for providing leadership and management of all District 10 information technology activities. These activities include: information security, operational recovery plans, local IT project management and reporting, IT asset procurement and management, scheduling all activities and processing that directly support the use of state-owned and leased technology hardware and software. Items include desktop and laptop computers and software, tablets, smart telephones, LAN/WAN hardware and software and telecommunication equipment which is installed in the District and used in support of the California Department of Transportation (Caltrans) employees. Manage the day to day technology support of District and Central Region customers. Administer the District 10 IT budget, identify and schedule training for staff as budget and need arise.
25%	E	Primary point of contact for all District technology requests as well as the primary conduit of the Information Technology program's policies, changes and projects to District 10 and Central Region customers. As such, the incumbent is expected to attend District 10 executive staff meetings as well as any other meetings District 10 or Central Region management request. Facilitates the transfer of employees to the Customer Relations Office when services outside normal day-to-day activities are needed. Regularly meet with each customer office to ensure the District 10 Information Technology Office is meeting service expectations. Works closely with the Deputy District Director of Administration in District 10 to coordinate services and provide support.
5%	E	Participates in Information Technology meetings when scheduled. Provides information, knowledge and support for Information Technology initiatives. Collects information when requested from other District Information Technology managers, peers and Headquarters Information Technology management.
5%	M	Provides consultation and advice to District executive management and to other districts regarding information technology issues; acts as a resource for Headquarters information technology matters; and serves on task forces as required.

[1]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

The incumbent directly supervises and manages the activities of a multi-disciplinary team of Information Technology professionals that provide information technology support services to District 10 and the Central Region. The incumbent

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will also direct the activities of consultants and contractors as needed.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the principles, practices and trends of public administration, including management, organization, planning, cost/benefit analyses, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to information technology; the Department's goals and policies; Department's Equal Employment Opportunity objectives; a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; and principles of governmental functions and organizations at the State level, including the legislative process.

Ability to develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and ensure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and effectively, both orally and in writing; consult with and advise administrators and other management personnel.

The incumbent must possess a high level of analytical skills and have a good working knowledge of the State requirements for IT Procurement and Asset Management as outlined in SAM 4800, 4846, SIMM, and SCM Volume 3. The ability to communicate in verbal and written format clearly, concisely and in a manner that is easily understood by the intended audience, including the ability to develop and document new processes. Excellent customer service and interpersonal skills are required to ensure effective communication with all levels in the organization as well as internal and external customers. 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 in view of the of the Department IT Asset Management objectives.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Department will depend on the work of the Data Processing Manager to effectively and successfully implement the Department's IT Asset Management and Software Management Plans. Failure to implement these plans properly will cause the Department of Transportation to be out of compliance with SAM section 4846.

The incumbent is responsible for ensuring conformance to state-wide standards and making decisions of a highly complex, critical and/or sensitive nature regarding the support of IT within the Department. Decisions made by the incumbent have a major impact on the District and errors could result in consequences affecting policy and program decisions. In addition, errors in judgment could place the Department in violation of legislative and statutory constraints regarding the use of public funds.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with all levels of District staff, including office and division chiefs, IT, budget and administrative staff at Headquarters including the Chief Information Officer, and in the Districts. The incumbent may also be required to contact other government and/or control agencies (e.g., the OCIO, DGS, DOF, etc.) and vendors or outside consultants who may be providing IT services to the Department.

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. Incumbent is expected to be aware of ergonomic principles and employ safe practices in the workplace. Incumbent may be required to travel.

Mental requirements include openness to change and new information; ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice. Incumbent must maintain sustained mental activity needed for analyzing situations, problem solving and reasoning, maintain cooperative working relationships and respond appropriately to difficult situations.

Emotional requirements include the 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, employee will work in a climate-controlled office under artificial lighting using a personal computer. Employee may be required to travel for training and to conduct the public and internal contacts referenced above. This position is physically located in the District 10 Stockton office.

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