

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION D20/Information Technology/CSD/Oakland IT Office	
WORKING TITLE	POSITION NUMBER 900-174-1138-924	EFFECTIVE DATE

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 direction of a Data Processing Manager II (DPM II), the incumbent assists with the receiving and control of all Information Technology (IT) systems, goods, and services in the district. Performs difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records. Meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively ; provide functional guidance. Helps enforce district IT standards, policies, and procedures in coordination within departmental guidelines; Assists in maintaining the District's IT asset management inventory; Supports District 4 IT Services as follows:

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
45% E	Maintaining, deploying and receiving IT equipment and supplies - Acting independently and utilizing a high degree of judgment to ensure efficient use of budget resources, the incumbent will: Maintain inventory of office supplies, office equipment and "special" items. This includes contacting vendors as needed to acquire bids for special orders, and submitting the required purchase request documentation to the Division of Procurement and Contracts; Prepare and submit general office supply orders utilizing prescribed computer electronic ordering system and guidelines, staying within the prescribed budget designated for supplies; Receive, inspect, and reconcile all incoming shipments against the packing slip to verify accuracy of shipment and costs; Independently arrange for any adjustments/ returns as needed; Identify damaged in transit or missing merchandise; Independently resolve any problems concerning acceptability of supplies/ equipment or delivery schedules in a timely and efficient manner, keeping the customer informed. The incumbent will stock shelves with supplies and keep straight and in order. This may require moving packages/ boxes that range anywhere from 2 to 30 pounds, and stocking shelves that are 6 feet high. Deliver supplies to IT offices and reconcile each month's total orders and compile a fiscal report of expenditures for the IT's Budget Officer and/or Resource Manager. Develop and maintain an electronic inventory system for efficient management of all office copiers, printers, fax machines and related accessories and supplies. Maintain toner and paper supplies as needed for all IT printer assets, deliver paper to each of the IT copiers, printers and multi-function devices. Incumbent will need to be able to move boxes of copier paper weighing up to 50 pounds. Ensure office and equipment supplies are appropriately stocked at all times in order to adequately address IT customer needs. Notify customers and deliver received procurements their designated location to IT storage using appropriate methods of moving i.e. hand carry, cart, or palette jack.
20% E	Statistical, Financial and other Record Keeping - The incumbent will enter office supply orders into an excel spreadsheet for overall encumbrance and expenditure reporting. Excel is the software application used by all IT Admin Office staff to accurately report the financial status of the budget for which they are individually responsible for. This allows the office to then combine expenditure information for reporting to executive management and/or external control agencies. Gather data from each month's purchase orders and arrange the data on a statistical report to show that particular month's expenditures.

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15%	E	Mail and Document Handling- The incumbent will pick up and disseminate mail on a daily basis placing routine mail in designated delivery slots and delivering business critical mail directly to recipients. Take appropriate precautionary steps in handling mail to ensure the integrity, confidentiality of the documents. Provide reprographic support, take initiative, and prepare necessary documents to process large volume or special copy jobs through District 4 Reprographic Unit.
15%	E	Document Preparation and Review- The incumbent will designated payroll liaison for IT, the incumbent will receive and distribute payroll warrants and office revolving fund checks, i.e., monthly payroll, overtime, and travel checks.
5%	M	Miscellaneous duties- The incumbent will back up Acquisitions Unit lead staff during absent periods. This may include phone coverage, preparing correspondence for signature for the District IT Chief, and working on special projects, i.e., large volume reproduction jobs, as needed. Replace toners in IT services printers as needed.

<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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The employee must have the ability to deal tactfully with other employees (customers) in IT and throughout the Department and vendor community as needed to independently perform work assignments. Employee must have strong organizational skills. Employee must possess excellent written and verbal communications skills. Ability to use a personal computer to enter budgetary information onto an excel spreadsheet, and also to order supplies online (Internet). In addition, the incumbent will use the personal computer to communicate by electronic mail to all IT staff. The employee must have the ability to learn and understand the purchasing methods, policies and procedures set by the Department, General Services and the State Administrative Manual, and must be able to effectively communicate these policies to customers to ensure compliance.

The employee must be able to follow general directions and standardized practices and procedures. Must be able to assess customer needs and, based on the information gathered through research or customer feedback, must be able to determine services to be provided or improvements needed. The employee must be able to recognize when tact and confidentiality are required and must be able to maintain such confidentiality, determining appropriate documents needed for various transactions, and independently complete or distribute such documents as warranted.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment and decision could have a significant impact on the internal operations of IT. The employee is responsible for. Determining priority of work assignments in order to complete tasks in accordance with deadlines and within established guidelines. Self-initiative and close attention to detail is required.

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### PUBLIC AND INTERNAL CONTACTS

The employee will have extensive contact with customers including IT managers and staff, other employees in the District and Department, and representatives from the vendor community. In addition, employee will work closely with IT Admin Office staff, Accounts Payable staff, staff from the Division of Procurement and Contracts and staff from the Department's Office of Transactions Services.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard, video display terminal and telephone. Employee may also be required to lift objects up to 50 lbs. Additionally, the incumbent must value cultural diversity and

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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; have the ability to multi-task; adapt to changes in priorities and complete tasks or projects with short notice.

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## WORK ENVIRONMENT

The employee is required to work both in a climate-controlled office under artificial lighting and to receive incoming shipments at the non-climate controlled loading dock.

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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)

DAVID LOUIE

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SUPERVISOR (Signature)

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DATE