

**POSITION DUTY STATEMENT****PROPOSED**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Information Technology/CSD/PMO/Portfolio Reporting	
WORKING TITLE Support Technician/IT PMO	POSITION NUMBER 900-170-1139-924	EFFECTIVE DATE August 2014

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 the Customer Service Division Chief (CEA B), the Office Technician (Typing) is responsible for general office support functions for Headquarters Information Technology(IT)/Customer Service Division (CSD)/ Project Management Office (PMO). Functional responsibilities include: limited system administration, restricted to changing passwords, data entry, responding to email, document handling; filing and records management, document preparation and review; composition of correspondence; oral communications; statistical and other record keeping; and ordering and maintaining supplies and equipment. The incumbent is required to have particular knowledge and/or proficiency in Microsoft Office, including Outlook, Word, Excel, Project and Adobe Acrobat.

The incumbent will function as a support Office Technician for the CSD IT PMO Units. The incumbent will be expected to work closely with IT supervisors and staff.

**TYPICAL DUTIES:**

Percentage		Job Description
55%	E	Provides support functions to CSD IT PMO units by handling day to day (general) office support, performing limited system administrative functions such as Clarity liaison, which includes resetting passwords and creating problem tickets for staff. Serve as the IT PMO Librarian, update project schedules, update FSR/SPR and Pier tracking, manage electronic inventory of all IT equipment within the IT PMO. Create and track IT procurements, email customers and staff with results of approval processes and or denials, handle appeals processes, write memos and file reports as necessary for each unit.
20%	E	Act as direct support to IT PMO staff, to include coordinating with customers, scheduling meetings, handling correspondence requiring signature and approval, copying and filing daily work, and disseminating to originator.
20%	E	Prepare consolidated monthly reports spreadsheet for IT project portfolio lead to review and comment. Assist IT staff on a limited basis, performing (general) office duties with limited IT systems exposure.
5%	M	Assist with the on-boarding and off-boarding of employees, including consultants, consisting of applying for building access badges, preparing forms for phone access and voicemail set-up, system access, new employee manual and general employee set-up.

<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**

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

## POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

---

Ability to: Perform 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.

The following are additional requirements:

- Strong interpersonal skills and the ability to effectively communicate both to management, staff, and customers.
- Strong customer support skills.
- Ability to solve problems effectively and efficiently; communicate clearly to management and staff.
- Ability to gain confidence and respect of customers and peers through sound, decision-making practices.

---

### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will have a broad scope of professional responsibility and accountability for work products and decisions. The incumbent is responsible for day to day handling of most correspondence that impacts the Sacramento Metropolitan Customer Support Office. Inadequate decisions/inabilities to meet deadlines could further result in significant loss of departmental efficiencies through unnecessary delays, loss of data, equipment damage, and loss of employee productivity and user dissatisfaction.

---

### PUBLIC AND INTERNAL CONTACTS

The employee will work closely with IT management regarding documenting standard systems and IT Projects and/or efforts. The incumbent will work with staff at various levels in the PMO to coordinate IT Project Management efforts. The employee is expected to function as liaison between IT PMO and other IT Divisions.

---

### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

**Physical Requirements:** The incumbent may be required to sit for long periods of time using keyboard, video display terminal and telephone and is expected to be aware of ergonomic principles and employee safe practices in the workplace.

**Mental Requirements:** The incumbent must have the ability to multi-task, adapt to changes in priorities and complete tasks or tickets with short notice; adjust to new situations that warrant attention and resolution; be open to change and new information; and adapt behavioral and work methods in response to new information, changing conditions or unexpected obstacles.

**Emotional Requirements:** The incumbent must value cultural diversity and other individual differences in the workforce; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations, be tactful and treat others with respect

---

### WORK ENVIRONMENT

The incumbent will perform work in a climate-controlled office under artificial lighting using a personal computer. The employee may be required to travel to meet with the public and internal contacts mentioned above and/or to attend training. No travel will be required for this position.

# POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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)

LORI STAFFLER

SUPERVISOR (Signature)

DATE