STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

# POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

| CLASSIFICATION TITLE | OFFICE/BRANCH/SECTION | |
|---|---|---|
| Staff Information Systems Analyst (Specialist) | IT/Customer Service Division/IT Project Management Office | |
| WORKING TITLE | POSITION NUMBER | EFFECTIVE DATE |
| | 900-170-1312-924 | |

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:

The Department of Transportation (Department), Information Technology Project Management Office (ITPMO) is responsible for the management and oversight of all reportable and delegated IT projects in the Department. This responsibility requires the PMO to define methodologies, policies, standards, processes, and direct activities for the Enterprise Portfolio which includes various processes such as Concept Papers, Feasibility Studies and Feasibility Study Reports, Project Management, and Project Reporting and Oversight.

Under the general direction of the Senior Information Systems Analyst (Supervisor), ITPMO/IT Project Portfolio Unit, the incumbent will function as a lead analyst for the complex, sensitive efforts and/or medium to large projects undertaken by the PMO. This work entails a wide variety of complex and analytical tasks relative to business analysis including, but not limited to, Feasibility Studies, Feasibility Study Reports, Project Plans, Business and Functional Requirements,Contract and Vendor Management, and all project related reporting. The incumbent will also support proposed concepts and will work with program partners to define business needs and objectives.

## TYPICAL DUTIES:

| Percentage | Essential (E)/Marginal (M)[1] | Job Description |
|---|---|---|
| 45% | E | Feasibility Studies/Concept Papers/(S1BA) – Responsible for conducting feasibility studies and developing Feasibility Study Reports (FSR) and supporting all phases of the project approval life cycle (Stage Gate model) including:<br>• Overview of business program<br>• Business problem or opportunity<br>• Business objectives for the project<br>• Alignment with program, Department, and State objectives<br>• Project governance<br>• Cost, budget, and risks<br>• Business functional requirements<br>• Evaluation of current business methods and technical environment<br>• Proposed solution and alternatives considered |
| 25% | E | Develop Statement of Work and other procurement related documentation in support of IT projects or other IT efforts. Provide project support to business partners and other Project Management Office staff. |
| 20% | E | Develop and compile reports and assist in the implementation of methodologies, policies, standards, processes, procedures, templates, and toolsets relating to the functions of IT Project Management, Reporting, and Oversight in support of the Department's IT Project portfolio based on industry standard best practices, departmental needs and control agency requirements. Maintain and update the processes, procedures, reports and supporting materials as required. |
| 10% | M | Train, mentor, or lead other PMO staff in the use of State and industry best practices including the Project Management Body of Knowledge (PMBOK), the California Project Management Methodology (CA-PMM) toolset, the IT PMO toolsets, and scheduling tools. |

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[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

May act as lead.

## KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge Required: The incumbent must be knowledgeable about principles of Business Analysis,and methodologies; information technology systems equipment, software, and practices; analytical techniques; technical report writing, procedures, and process development; Caltrans' business enterprise; the roles and responsibility of oversight and regulatory agencies in assuring quality control and dependability; basic competencies associated with team leadership. The incumbent must have an understanding of current trends and standards in the area of the IT project life cycle within state government.

Ability to: Work independently; establish and maintain effective working relationships; communicate effectively, both verbally and in writing, with peers, clients, and customers at all levels; use standard office automation tools to develop reports, charts, and other documents; make oral presentations, adjusting style, method, and tools for the knowledge base of the audience; gain confidence and respect of customers and peers through sound decision-making practices.

The following competencies are expected:

- General understanding of Project Management concepts
- General understanding of Business Analysis concepts
- Ability to keep overall objectives and strategies in mind and not be deflected from these when dealing with matters of detail.

## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Technical accountability for work performed and decisions made is expected. Caltrans' program and project managers will depend on the Staff Information Systems Analyst's work products. Bad judgment and/or decisions may prevent the incumbent from effectively supporting Caltrans' IT projects. This may contribute to the cancellation of projects, schedule delays, cost overruns, technical issues, and products that do not fulfill all of a customer's requirements and expectations. Should this occur, Caltrans may lose credibility relative to its ability to track and manage its IT projects. This may lead to a further loss of funding for other current and future IT projects, along with increased schedule delays and project overhead costs due to increased control agency reporting, technical, financial, and/or project management requirements.

## PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with project teams and program personnel within the Department regarding IT projects. In performing the responsibilities of this position, the incumbent may initiate contacts with other internal and external stakeholders. The incumbent may also have contact with government and/or control agencies such as the California Department of Technology, the Department of General Services, vendors of commercial tools or methodologies that may be adopted by the Department, or outside consultants; concerning successful project delivery and/or the Department's compliance with control agency requirements.

## 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: The incumbent must be open to change and new information; and be able 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.

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

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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.

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 |
|---|---|
| | |