STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PROPOSED

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Information Systems Analyst (Specialist)	D20/Information Technology/Infrastructure/ITAM/Telecomm	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Agency Telecommunications Representative Analyst	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:

Under the general supervision of a Data Processing Manager II, the Staff Information Systems Analyst (Specialist) acts as a technical lead for staff in the Agency Telecommunication Representatives Office (ATR) under the direction of the Chief ATR. The incumbent will provide technical analysis of complex problems, Information Technology (IT) project proposals, systems in need of technology refresh involving new complex software and hardware solutions for telecommunications. The incumbent will support the Agency Telecommunications Representative (ATR) Office, by providing guidance and direction to technical staff on cellular phones, Mobile Device Management (MDM) administration, landlines, data circuits, billing matters, and new technology implementation. This will also include Voice over Internet Protocol (VoIP), satellite phones, telemetry devices, and pagers. Provide consulting services to ensure IT projects comply with the Department of Transportation (Caltrans) strategic plans and IT current and future state architectures. The incumbent works independently and as a team member in the analysis of enterprise telecommunications standards, recommendations, and support projects that provide services to IT and Departmental Programs.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	The incumbent will act as a lead for technical team on all hardware/software matters and standards concerning cellular/smartphones, Mobile Device Management (MDM) administration, landlines, data circuits, billing matters, new technology implementation, Voice over Internet Protocol (VoIP), Satellite phones, telemetry devices, and pagers. The incumbent will meet with program staff and ATR's to review specific documents related in expansion, installation, and development of landline systems identified for specific Caltrans business needs. The incumbent will work with the Project Management Office (PMO) to setup a schedule for work to be done on ATR projects in the districts and headquarters if needed. The incumbent will also read and analyze the content of documents provided by vendors and Caltrans programs to expand, or change internal landline systems ensuring alignment with existing and emerging departmental standards. The incumbent will be required to submit written and verbal recommendations based on their findings to align with Caltrans Standards and best practices. The incumbent facilitates the resolution of telecommunications issues including contract, procedure, payment, or equipment problems among the ATRs, vendors and Department of Accounting staff. The incumbent works with ATRs statewide to ensure they are familiar with and adhere to the telecommunications section of the State Administrative Manual (SAM Chapter 4500), the CalNet contract and the departments Wireless Telecommunications Management Manual (WTMM). The incumbent will also work with the Wide Area Network Team (WAN) staff to analyze the type of information technology data circuits needed (i.e., frame-relay), and the specific installation locations (district/headquarters) so an order can be placed. The incumbent provides direction to staff who may order WAN data circuits for the districts and headquarters via the Telecommunications Service Request (Form 20) document. The incumbent leads staff that support District 20 Information Technology in purchasing voice and wireless equipment. The incumbent will work with staff and under the direction of the Chief ATR to establish departmental Telecommunications policy and administrative procedures covering voice and data. The incumbent will also develop and maintain procedures consistent with the department's goals and objectives, and maintain these procedures in the Caltrans Telecommunications Manual.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

20%	E	The incumbent will work with ATR staff in determining best value cost suggestions to management regarding audio conference usage, data circuit installations, VoIP vendors (i.e., AT&T, Verizon) and cellular/smartphone usage. Leads Subject Matter Experts (SME) in the evaluation and design of a future telecommunications systems that meets the needs of the organization's business and technical requirements before they become necessary or critical. The incumbent will monitor and supervise the payment of contracts to support telecommunication services i.e., pay phone and landline vendor support. The incumbent will also review and advise the Chief ATR of all outstanding budgetary matters and billing problems that need immediate attention.
10%	E	The incumbent will provide expert level support by organizing, designing, and implement web services for the ATR Office that will house all essential documents relevant to telecommunications. The incumbent will work under the general direction of the Chief ATR in developing an agenda for Statewide ATR meetings and maintain the State Telecommunications Manual. The incumbent will also assist staff with writing and organizing implementation procedures to improve or change services for Caltrans business programs regarding cellular/smartphone, satellite or telemetry devices. Create and review project designs for existing telecommunications systems to identify opportunities for change and sharing. Performs usage report analyses and deliver this information to the Chief ATR quarterly.
10%	E	Research and identify new products and system applications to solve Caltrans' business problems. The incumbent designs and documents future state IT Telecommunications Systems for Caltrans. Incumbent will work with business staff/ATRs to assess areas of opportunity for service improvements. Work under the direction of the Chief ATR to provide oversight and support by documenting future state IT Telecommunication Systems for Caltrans.
10%	M	Performs research on existing and emerging technologies to assess conformance with Caltrans current and future state Telecommunications Systems and the State IT strategic direction.

[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 has no supervisory responsibilities. The incumbent may be asked to act as lead assigning projects in the absence of the Chief ATR.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Demonstrate proficiency with respect to data processing concepts, practices, methods, and principles along with an understanding of, and currency with respect to evolving industry trends and standards. Ability to effectively apply this knowledge in evaluating alternative proposals and recommending optimal solutions. The incumbent must also be fully knowledgeable of good practices of data processing system design, programming, and documentation. Extensive knowledge of the organization's business enterprise and ability to take into account the larger business perspective in proposing and designing information technology solutions.

The employee must write clearly and concisely; be able to understand and document system procedures and flow; analyze data and situations; reason logically and creatively; identify problems; draw valid conclusions; develop effective solutions; apply creative thinking in the design and development of processing data with electronic computers; establish and maintain cooperative working relationships with those contacted in the course of work; prepare effective reports; provide technical support to other incumbents.

The incumbent displays a comprehensive knowledge of the Caltrans network infrastructure, data circuit alignment, billing processes for circuits, landlines, cellular/smartphones, Mobile Devices Management (MDM) administration, best practices, mobile device service rate plans, and asset management of all aforementioned devices/circuits.

The incumbent must have a level of data processing analytical ability and expertise to permit the employee's exercise of sound judgment in all disciplines from conceptualization through detailed implementation on complex projects.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, loss of employee productivity, and user dissatisfaction.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contacts with managers and staff in Caltrans, IT managers throughout the state, private consultants, and vendor representatives concerning the needs and development of IT systems. The incumbent may initiate contacts with other departments, governmental agencies, or private companies concerning IT technology related to the performance of this position.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. Employee must value cultural diversity and 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 others; be tactful and treat others with respect. In addition, the employee must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice.

WORK ENVIRONMENT

The incumbent will perform work indoors in a climate-controlled environment under artificial lighting. The incumbent may be required to work for extended periods of time in a computer room that maintains a constant temperature of 70 degrees.

I have read, understand, and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

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)

GRANDE A. RUDULPH

SUPERVISOR (Signature)	DATE