

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Senior Information Systems Analyst (Specialist)	D20/Information Technology/Cust Svc Div/IT Proj Mgmt Ofc	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
	900-170-1337-924	

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 (IT) Project Management Office (PMO) is responsible for the management and oversight of all reportable and delegated projects with IT components 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 Oversight.

Under the general direction of the Manager, IT Project Management Office (PMO), a Senior Information Systems Analyst (Supv), the incumbent will function as a lead analyst for the most complex, sensitive and major projects undertaken by the PMO. The incumbent's responsibility will entail various levels of responsibilities including: 1) Serving as a Project Manager or IT Project Lead for projects with IT components. This work entails a wide variety of complex and analytical tasks relative to project management including, but not limited to, Feasibility Studies, Project Plans, Business and Technical Requirements, Risk and Issue Management, Contract and Vendor Management, and all project related reporting. 2) Serving as a subject-matter expert regarding IT Project Management policies, procedures, and processes. In this capacity, the incumbent will provide recommendations to IT management on the implementation of IT Project Management processes, procedures, and standards.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
35%	E	Serve as Project Manager for reportable or delegated IT Projects. The Project Manager ensures the project is in scope, on schedule, and within budget of the approved feasibility study report. Other responsibilities entail the implementing project management and IT policies, standards, and process to manage the project to a successful implementation. The Project Manager is responsible for developing project plans, conducting meetings, providing executive and senior management briefings, managing the project budget and schedule, managing the project's risk and issues, and working with functional managers to manage project resources. The Project Manager is responsible for providing guidance to the IT Project Lead and project staff through a matrix resource distribution in which no functional supervision is required. Communicate with Stakeholders utilizing various resources to identify project requirements and priorities.
25%	E	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.
25%	E	The incumbent may also serve as the IT Project Lead for other IT Projects that are reportable to the California Department of Technology or delegated to the Department. This entails working with the Project Manager to ensure that methodologies, processes and standards are being followed by the technical Subject Matter Experts, the technical solution is meeting the business requirements, and that State and industry product development life cycle best practices are being employed.
15%	M	Develop and implement processes, procedures, methodologies, templates, and toolsets relating to the functions of the project management office, based on industry standard best practices, departmental needs, and control agency requirements. Develop and verify new or revised user material (e.g., training manuals, user guides, online help, etc.). Maintain and update the processes,

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procedures, and supporting materials as required.

¹ESSENTIAL 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. Will act as lead.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This is the expert level and the incumbent must possess a high degree of both leadership skills and technical expertise to be operationally competent in a highly complex and sensitive function; and working closely with both internal and external staff at all levels. The incumbent must have the ability to perform politically sensitive and policy-influencing functions effectively and have a thorough knowledge and understanding of emerging technology and evolving industry standards as well as the Department's business needs. The incumbent is expected to be familiar with and implement State, Agency and Departmental policies and procedures, have knowledge of the principles, practices, and trends of public administration, including planning, cost/benefit analysis and training practices.

The Senior ISA, Specialist, must be able to work under pressure; speak, write, and present effectively; prepare effective reports; coordinate the activities of personnel from all disciplines; and act as a lead on highly complex and sensitive IT projects. The incumbent must be able to make rational and feasible decisions; effectively evaluate the results and consequences of such decisions and activities. The incumbent must have the ability to network and interface effectively with other technical personnel and the organization's management in securing the resources, expertise, and approvals necessary to implement large-scale or sensitive information technology solutions.

The following competencies are expected:

- Understanding of Project Management concepts
 - Ability to manage IT projects per the State and industry best practices.
 - Ability to develop short and long-range plans to meet departmental goals and objectives.
 - Ability to make oral presentations, adjusting style, method, and tools for the knowledge base of the audience.
 - Ability to gain confidence and respect of customers and peers through sound, decision-making practices.
 - Ability to keep overall objectives and strategies in mind and not be deflected from these when dealing with matters of detail.
 - Project Management Professional (PMP) certification is highly desired.
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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Department's program areas will depend on the Senior Information Systems Analyst's work products to effectively and successfully manage and implement their projects. Bad judgment and/or decisions may prevent the incumbent from effectively delivering the Department's 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, the Department 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 program areas within the Department to provide status updates 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 contact government and/or control agencies like 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 management and the Department's compliance with control agency requirements.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

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

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)

THOMAS DOLCE

SUPERVISOR (Signature)

DATE