

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager I, Specialist	Project Management / PM Improvement / Tier 1 PRSM	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Statewide Tier 1 PRSM Manager	913-016-4800-XXX	06/01/2015

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 direction of the Chief, Office of Statewide Project Management Improvement, the incumbent will be responsible for providing statewide business-side guidance & policy coordination to the tier 1 Project Resource & Schedule Management (PRSM) system service desks in Caltrans' twelve districts and headquarters divisions, in support of the on-time and on-schedule delivery of the Capital Outlay/Project Delivery statewide portfolio of projects. The position requires the handling of difficult and sensitive PRSM system information and requires the ability to coordinate on a statewide level.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	The incumbent is responsible for the independent management, composition and coordination of statewide communications relating to the maintenance of project data, the status of the PRSM system background processes, and resolution of reported system issues. This requires the ability to act authoritatively and handle sensitive PRSM system development issues as they arise as well as serving as a coordinator for PRSM issues statewide.
20%	E	Serve as the statewide single-focal point for tier 1 PRSM-related system work with Caltrans IT. This includes the initiation and coordination of the business-side User Acceptance Testing (UAT) of patches, upgraded functions, and defect fixes.
20%	E	Coordinate the statewide activities of the districts' tier 1 PRSM service desks with the activities of the business-side PRSM system administrators and Caltrans IT. This involves communication and coordination with a broad spectrum of Caltrans Senior staff in Headquarters, Districts, and in the field. Work must be done independently and effectively to ensure that errors and issues within tier 1 PRSM are resolved in an efficient manner.
10%	M	Manage the flow of the districts' tier 1 service desks requests with technical expert team members. Manage, and coordinate with Caltrans IT, the HEAT service desk statewide account for PRSM. (triage, assign, and track)

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

No supervisory responsibilities, however, the incumbent will serve as a specialist responsible for handling a large volume of difficult and sensitive requests that must be delegated and resolved in a highly efficient manner.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must possess highly specialized knowledge of the project management function within the Capital Program and be able to adjust to rapidly changing systems and data requirements. Familiarity with highway project workplan elements, resource expenditures, and reporting is required as is an ability to work with enterprise IT systems.

The incumbent must possess an understanding of relationships between the Headquarters Project Management organization and the Districts' Project Management organizations and have a familiarity of working with cross-disciplinary groups of Senior staff.

The incumbent must be able to work independently and effectively coordinate with various levels of management and staff, to communicate effectively orally and in writing and also build and maintain good cooperative working relationships.

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.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for independent action and initiative in carrying out a broad range assigned duties. Consideration of all input and pertinent factors is crucial to reaching conclusions and taking appropriate actions. Such actions must meet needs of the Office Chief in assisting in the management of statewide programs. Failure to manage assigned responsibilities competently could result in failures to provide adequate and sufficient information to Capital Program staff engaged in the development and construction of highway improvement projects.

PUBLIC AND INTERNAL CONTACTS

The position will include extensive written and verbal communication with Caltrans staff throughout the state at all levels.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

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

WORK ENVIRONMENT

The incumbent will work in a climate-controlled office under artificial lighting.

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)

SUPERVISOR (Signature)

DATE