PROPOSED

CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT

CLASSIFICATION TITLE	DISTRICT/DIVISION/OFFICE	
Staff Services Manager II (Supervisory)	D20/Information Technology Management Support Office/IT Administration	
WORKING TITLE	**POSITION NUMBER**	**EFFECTIVE DATE**
Chief; IT Human Resources Support	900-170-4801-xxx	April 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. The Department of Transportation 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 responsibility of the Staff Services Manager II (Chief; IT Human Resources Support) requires the incumbent to define methodologies, policies, standards, processes and directly and indirectly supervise the activities of IT Administration.

Under the general direction of a Data Processing Manager III, the Chief of IT Human Resources Support will function as a high level manager over analytical and administrative functions. The incumbent is responsible for overseeing the areas of: 1) Human Resources; 2) Workforce Development; 3) Statewide Training; 4) Facilities Management; 5) Supply Ordering; 6) Management of Clerical Support; and 7) Administration of the Headquarter's IT Safety Program.

This position is expected to continually enhance our customer's experience by implementing, utilizing and monitoring proven customer service practices. As a key leader in IT, the incumbent ensures staff is highly qualified to perform their duties and meet customer expectations.

TYPICAL DUTIES:

E - Essential
M - Marginal

35% (E) Directs staff in the IT Workforce Development Initiative including analyses on statewide workforce data; analyze workload projections versus staffing requirements relative to the agency's strategic plan; establishes and monitors performance metrics; facilitates and leads IT workforce development committee; and analyzes exam and recruitment history. Supervise development and implementation of IT succession plan. Identifies key positions with skill set gaps and develops a potential recruitment base. Works with IT divisions to identify solutions to address short term and long term workforce issues. Manages the development of IT recognition and mentoring program. Supervises staff in the creation of divisional Workforce Development and HR newsletters.

30% (E) Manage, implement, coordinate, monitor and supervise the Division's Equal Employment Opportunity (EEO) Program. Ensures full compliance with State regulations. Provides managerial direction over IT's Human Resources Office by promoting relevant goals and objectives and interpreting Caltrans personnel policy, processes, procedures and guidelines.

Provides guidance and training to staff on position allocation and legal means of appointment. Ensure staff are knowledgeable and skilled in determining the correct classification of all positions, performing desk audits to ensure proper level and kind of duties, and appointing persons to positions.

Responds to inquiries from hiring supervisors, management, employees, and prospective employees. Independently perform or participates in human resource/management projects that have statewide IT staffing and personnel impacts.

Monitors performance standards to ensure continued process improvements. Oversees executive level recruitments (i.e., MSP/CEA exams). Must serve as subject-matter expert regarding IT Administrative Support including policy, procedure and process improvement recommendations.

20% (E) Plans and supervises the Division's statewide training program, core competency identification and provides budget oversight for expenditures relating to training and travel requirements. Manages resource allocations and annual IT Division training plans submitted by supervisory and managerial staff. Manages the processing of training requests and expenditure tracking to ensure training expenditures are managed within authorized budget allocation. Recommends Information Technology core and technical skill training opportunities.

15% (M) Plans, organizes, coordinates, directs and monitors the work of IT staff responsible for all aspects of facilities and business management including building(s) maintenance, space management, administrative support, applicable contracts and service agreements, employee and visitor ID badges, emergency evacuation, and is responsible for the management of all safety-related work activities affecting IT employees within the Headquarters building.

SUPERVISION EXERCISED OVER OTHERS:

Provides supervision to the Staff Services Manager I and supporting Human Resources, Training, Facilities Operations, and office technician staff. Provides direct supervision to IT Workforce Development staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

The incumbent must be knowledgeable of the major EEO related programs and Human Resource Management of the Division and how they function. The incumbent is expected to be familiar

with and implement State, Agency, and Departmental policies and procedures relative to Human Resource Management, have knowledge of the principles, practices, and trends of public administration, including planning, cost/benefit analysis and training practices.

The incumbent must possess a high degree of both leadership skills and technical expertise to be operationally competent in a complex and sensitive function; and works 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.

Demonstrated experience communicating in various forms such as reports, presentations, memos, and meetings with internal and external stakeholders at all levels. Responsible for taking independent action and must exercise initiative in carry-out assigned duties.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

Must be able to make critical decisions for the Division that will reflect positively on the Department of Transportation. Inappropriate decisions or advice can have a direct adverse impact on meeting the department's program goals, potentially costing the Department loss of credibility and possibly compromise IT Goals and objectives.

Incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

PUBLIC AND INTERNAL CONTACTS:

Independently confer and communicate with all levels of the Department's staff and the public, including supervisors, managers and employees within the Department, other state agencies, Headquarters and District personnel, other government agencies, private industry, vendors and the public. Must develop good working relationships with supervisors, employees and external business partners.

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 include: 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 requirements include: 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 accommodation, please discuss this with the hiring supervisor.

Employee's Name	Employee's Signature	Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

DPM III

Supervisor's Name (please print)	Supervisor's Signature	Date