

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Information Technology Associate	OFFICE/BRANCH/SECTION IT/IMD/Enterprise Services Office	
WORKING TITLE Systems Administrator	POSITION NUMBER 900-170-1401-188	REVISION DATE 05/22/2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the direction of an IT Manager I, the incumbent serves as a Systems Administrator supporting Microsoft 365 services, Enterprise Identity and Access Management solutions, and other business operations within the Enterprise Services Office. The primary work location will be the Caltrans headquarters location in downtown Sacramento.

MAJOR FUNCTIONS:

The incumbent will provide administrative and technical support for Microsoft 365 (M365) services including but not limited to: Azure Active Directory, SharePoint, Exchange, OneDrive, Power Platform, and Teams. The incumbent will also provide administrative and technical support for Enterprise Identity and Access Management services, Active Directory, and integrated Active Directory Domain services as well as but not limited to other identity service providers or repositories. The incumbent performs activities of the System Development Life Cycle which includes systems: analysis, design, build, test, maintenance and operations. Additionally, the incumbent provides support for all phases of end user device life cycle management including procurement, deployment, installation, configuration, maintenance and operations, and surplus. The incumbent provides end user training in the configuration and use of M365 services and identity technologies. The incumbent collaborates with peers and management to update and recommend standards, processes and procedures, and technology practices. The incumbent tracks, monitors, and audits IT assets to maintain accountability using standard asset management tools and techniques in compliance with the State Administrative Manual and other applicable policies and regulations. The incumbent also performs functions including, but are not limited to, researching, writing, reporting, presenting, training, etc.

The incumbent performs a wide variety of tasks including analysis, design, test, and implementation; M365 services, Active Directory administrative support, Server and Server engineering services including by not limited to physical and virtualized Server equipment.

DOMAINS:

System Engineering  
Client Services

CORE COMPETENCIES:

As an Information Technology Associate, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity, Pride)
- **Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

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- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
25%	E	<b>Systems Maintenance and Operations</b> The incumbent performs health checks on systems and monitors systems for proper operations; performs systems upgrade, security patch management; troubleshoots and resolves system anomalies; develops, maintains and follows established technology practices, processes and procedures for incident management, Monthly Scheduled Maintenance; develops and maintains Systems Maintenance Manuals.
20%	E	<b>Systems Analysis</b> The incumbent organizes, plans, documents and analyzes business and technical requirements and develops System Requirements Specifications; analyzes, troubleshoots, resolves and reports systems anomalies; performs market surveys, evaluates products and makes recommendation for adoption; produce specifications and bill of materials for purchase requisitions.
20%	E	<b>Systems Build</b> The incumbent utilizes the System Design Specifications and/or comparable documents to install, configure and tune systems/applications; installs and configures systems for development, test, staging and production environments; develops, maintains and follows established technology practices, processes and procedures for configuration management, change management and release management.
20%	E	<b>Systems Test</b> The incumbent organizes, plans and develops test use cases and System Test Specifications; collaborates with stakeholders on systems test activities including planning, testing, reporting and correcting problems found during the test phase of the system development life cycle; develops, maintains and follows established technology practices, processes and procedures for unit testing, system testing, performance testing, etc.
10%	E	<b>Systems Design</b> The incumbent utilizes the System Requirements Specifications to design solutions to meet specifications; performs system modeling and prototyping to provide effective design solutions; develops System Design Specifications to meet business and technical requirements.
5%	M	The incumbent will perform other duties in the specified domain(s) as needed.

<sup>1</sup>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 direct supervisory responsibilities. However, this position may require the incumbent to work with small teams to achieve common goals and objectives.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and

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procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

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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.

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**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.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent may be required to sit for prolonged periods of time using a keyboard, monitor, mouse, and telephone. The incumbent 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 incumbent must have the ability to multi-task, adapt quickly to changing priorities, and perform completed staff work or tasks and projects with short notice. The incumbent must be able to lift computer equipment that weighs up-to 50 pounds.

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**WORK ENVIRONMENT**

The incumbent will perform work indoors in a climate-controlled environment under artificial lighting using a personal computer. Employee may be required to travel. Some weekend or after hours work may be required. If the incumbent has a valid driver's license and utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided. Possession of a valid driver's license is required when operating a state owned or leased vehicle. The incumbent must carry a cell phone and respond to calls after hours to lead multi-disciplinary IT professionals' team(s) in organizing, analyzing, troubleshooting and resolving IT system problems; may travel to various Caltrans locations to provide expertise for IT operations.

The incumbent may be required to work for extended periods of time in a computer room that maintains an approximate temperature of 70 degrees.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Travel may be required on occasion to support other Caltrans offices. If the incumbent has a valid driver's license and utilizes their personal vehicle, they may be reimbursed for travel expenses. When available, a State vehicle will be provided.

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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)

John Katayama

SUPERVISOR (Signature)

DATE