

# M S P



## MANAGERIAL SELECTION PROCESS

Caltrans strives to maintain a diverse workforce and be an equal opportunity employer to all regardless of political affiliation, race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, gender, gender identity, gender expression, age or sexual orientation. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and this special trust placed in public servants. TTY users can contact the California Relay Services line by dialing 711.

**THIS IS AN OPEN EXAMINATION. LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.**

### EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS DESIGNATED FOR MANAGERIAL POSITIONS.

CLASSIFICATION:       **DATA PROCESSING MANAGER III**

POSITION TITLE:       **CHIEF, INFORMATION TECHNOLOGY OFFICE**

SALARY:                 **\$7,442 - \$8,872**

LOCATION:                **DISTRICT 7 – LOS ANGELES**

DIVISION:              **INFORMATION TECHNOLOGY CUSTOMER SERVICE**

FINAL FILING DATE:   **FEBRUARY 04, 2016**

### DUTIES/RESPONSIBILITIES

Under the general direction of the Chief of the Information Technology (IT) Division of Customer Service, a CEA B, the Data Processing Manager III (DPM III) manages and directs the District 7 IT Office. As Manager, Office of Information Technology within District 7, the incumbent provides expert consultation and advice to District management on IT issues. This position provides direct managerial leadership and supervision to a diverse group of IT professionals with different skill sets. Responsibilities include, but are not limited to networks, servers, applications, desktop support, desktop configuration management and IT Business Services including acquisitions and telecommunication services. The incumbent must keep pace with information technology policies, procedures, and tools.

- Technically and administratively responsible for providing leadership and management of District 7 information technology staff and activities. These activities include: information security, operational recovery plans, local IT project management and reporting, IT asset

procurement and management, scheduling all activities and processing that directly support the use of state-owned and leased technology hardware and software. Items include desktop and laptop computers and software, tablets, smart telephones, LAN/WAN hardware and software and telecommunication equipment which is installed in the District and used in support of Caltrans employees. Manage the day to day technology support of District customers. Administer the District 7 IT budget, identify and schedule training for staff as budget and needs arise. In conjunction with Headquarters (HQ) IT, responsible for backup tasks related to enterprise data center operations and disaster recovery.

- Primary point of contact for all District technology requests as well as the primary conduit of the Information Technology Program's policies, changes and projects to District 7. The incumbent is expected to attend District 7 Executive Staff meetings as well as any other meetings District 7 or South Region management request. Works closely with the Deputy District Director of Administration in District 7 and other program partners or executive staff to coordinate services and provide support.
- Provides leadership and direction to subordinate staff by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Provides consultation and advice to District executive management and to other districts regarding information technology issues; acts as a resource for Headquarters information technology matters; and serves on task forces as required. Provides security services when required for district IT security incidents and a security liaison for the Caltrans Information Security Officer (ISO) through subordinate staff. Participates in Information Technology meetings when scheduled. Provides information, knowledge and support for Information Technology initiatives. Collects information when requested from other District Information Technology managers, peers and Headquarters Information Technology management.
- Participates as a member of the IT senior management team. Provides input to overall organization policies, practices, and performance measures. Direct complex business research on assigned special projects by gathering data, identifying options, performing cost-benefit analyses, and creating non-routine reports or presentations with detailed analysis and/or proposals to create or revise management policies, business processes and services provided to customers. Provides periodic status reports on major projects, workload, and program developments.

### **MINIMUM QUALIFICATIONS**

Applicants must have a permanent civil service appointment with Caltrans and meet the following qualifications by the final file date in order to participate in this examination.

#### **Either I**

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

#### **Or II**

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.)

### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation. Principles and practices of employee supervision, development, and training. Current computer industry technology and practices. Principles of data processing systems design, programming, operations, and controls. State level policies and procedures relating to Electronic Data Processing.

Governmental functions and organization at the State and local level. Caltrans' goals and policies. Department's Equal Employment Opportunity objectives. A manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

**Ability to:** Consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language. Develop and evaluate alternatives, make decisions and take appropriate action. Establish and maintain priorities. Effectively develop and use resources. Reason logically and creatively and use a variety of analytical techniques to resolve managerial problems. Identify the need for and assure the establishment of appropriate administrative procedures. Plan, coordinate and direct the activities of a data processing staff. Make effective use of interdisciplinary teams. Present ideas and information effectively, both orally and in writing. Gain and maintain the confidence and cooperation of others. Effectively contribute to Caltrans' Equal Employment Opportunity objectives.

### **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. Candidates who meet the qualifications will be admitted into the examination process.

The first step in the examination process is the Position Specific Qualifications Evaluation, which is the appraisal of an applicant's Examination/Employment Application (STD. 678) and Statement of Qualifications. Applicants who achieve a passing score of 70% or higher on the Position Specific Qualifications Evaluation will be invited to the interview portion of the examination. The interview portion of the examination will establish an eligible list including the ranking of each candidate. Candidates will be notified in writing of their examination results.

### **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated based on the candidate's demonstrated:

- 1) Demonstrate ability to effectively communicate, including developing and delivering presentations and briefings to key stakeholders, executive management, control agencies, legislative representatives and other government offices; including the California Transportation Agency, Department of Technology, Department of Finance and Department of General Services.
- 2) Demonstrate ability to develop effective working relationships with business partners, executive management, and external entities.
- 3) Demonstrated ability and experience to effectively manage the day-to-day activities and workload of a multi-disciplinary technical team responsible for pc/desktop and mobile support, network infrastructure, system inventory, procurement and asset management, and IT security.
- 4) Demonstrated ability and experience providing exemplary and innovative customer service and support to meet Departmental business needs while complying with State IT policy and guidelines.
- 5) Demonstrated knowledge of human resource management including Equal Employment Opportunity, Labor Relations, and the Complaint & Grievance process.
- 6) Demonstrated experience developing staff with potential to fill key business leadership positions for employee growth and succession planning.
- 7) Demonstrated ability to develop and evaluate alternatives, reason logically and creatively, make decisions and take appropriate action.

- 8) Demonstrated experience developing and implementing operational recovery plans.
- 9) Demonstrated knowledge of back-up, restore, disaster recovery, and business continuity best practices.
- 10) Demonstrated knowledge of data center operations and management,

## **FILING INSTRUCTIONS**

All interested applicants must submit:

- An original, signed State application (STD. 678), which includes civil service titles and dates of experience. The application should specify the **classification, position title, and the following MSP Number: 15MSP64**
- Faxed or emailed applications will not be accepted.
- A Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The Statement should be no more than two pages in length and should address each of the Position Specific Qualifications listed on this examination announcement.**
- Resumes are optional and **do not** take the place of the Statement of Qualifications or completed State application (STD 678).
- "Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty, shall be eligible to apply for promotional civil service examinations, for which he/she meets the minimum qualifications as prescribed by the class specification. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**"

State application and Statement of Qualifications must be received or postmarked by the final file date of **February 04, 2016**. Interagency mail received after this date will NOT be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation  
ATTN: Alejandra Saldana 15MSP64  
1727 30th Street, MS-90  
Sacramento, CA 95816**

**APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.**

Questions regarding this examination process should be directed to *Alejandra Saldana* at (916) 227-5534.

## **ELIGIBILITY INFORMATION**

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

## **REASONABLE ACCOMMODATION**

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements.

*For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please write to Caltrans, Office of Examinations and Special Programs, 1727 30<sup>th</sup> Street, MS-90, Sacramento, CA 95816 or contact us by phone at (916) 227-7858. TTY users contact the California Relay Service at 711.*