



Duty Statement

Request for Personnel Action (RPA) Number 2021-03529	Effective Date
Classification Title Information Technology Supervisor II	Position Number 564-205-1404-001
Working Title Collection Analysis Unit Supervisor	Bureau and Section Analysis Bureau Compliance Analysis Section

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order to support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general direction of the Compliance Analysis Section IT Manager I, the Collection Analysis Unit Supervisor functions independently, planning, directing, and organizing assignments associated with the activities of business analysts in support of FTB's tax collection systems. Specifically, they will direct and manage a team responsible for the analysis, design/requirements, notice modification, system business rules, and production support of all tax collection systems. In this role, the supervisor must work effectively with subordinate staff, peers and senior managers throughout the department in order to accomplish the duties described in this document. The individual will represent the bureau in various bureau, divisional and department meetings. This position provides services which encompass the IT domain of Software Engineering.

Essential Functions

Percentage	Description
50%	Plans, organizes and directs a large staff of collection system analysts responsible for establishing and communicating roles, responsibilities, standards, procedures, policies and guidelines for conduct and performance of tasks. Responsible for all customer service functions relating to all aspects of FTB's collection systems. Works closely with bureau managers to identify system and data issues that need to be resolved in order to meet the business user's needs. Provides management with alternative solutions and recommendations. Promotes teamwork and is responsible for providing leadership guidance and self-development opportunities to the staff to meet FTB strategic goals.
25%	Represents the bureau on special teams having divisional, departmental and/or statewide impact. Participates as a knowledgeable bureau resource with departmental users and managers to assure the tax collection system functionality and processes meet department business needs. Promotes an environment and atmosphere of teamwork and cooperation consistent with the department's values among project staff and managers.
20%	Develops goals and objectives for the Bureau's System Analysts. Reviews, and evaluates the team's performance against those goals and takes necessary steps to bring performance and objectives into conformance. Participates in the development of the section's work plan and remain current with the changing information technology environment.



Duty Statement

Marginal Functions

Percentage	Description
5%	Monitor IT trends and when necessary, evaluate and/or assist in the evaluation of existing or new information support technologies.

Employee: I confirm that I have read and understand the described duties and functions of this position.

VACANT

Name (Print)	Signature	Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Puleo, Marc@FTB

Name (Print)	Signature	Date