



Duty Statement

Request for Personnel Action (RPA) Number 2021-03703	Effective Date
Classification Title Information Technology Specialist I	Position Number 564-219-1402
Working Title Release Manager	Bureau and Section Initiation & Planning Bureau Intake & Release Services

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 direction of the Intake & Release Information Technology Supervisor II, the Release Manager for enterprise system Change Requests (CR) follows the established Release Management/Change Control process to coordinate activities necessary for the successful implementation of Information Technology (IT) applications, services and Infrastructure upgrades. The Release Manager works closely with enterprise representatives from multiple technical and business areas to successfully plan, document, monitor, and communicate the status of high profile and critical Requests for Changes (Change Orders) throughout all phases of the Systems Development Life Cycle (SDLC). This position encompasses tasks related to the Business Technology Management and IT Project Management domains associated with the IT Specialist I classification.

Essential Functions

Percentage	Description
30%	Independently assesses Change Requests (CR) from business customers and SDLC staff with system Impacts. Communicates with customers to clarify requests, and to obtain CR prioritization, cost benefits, and additional information. Collaborates with Enterprise Intake and SDLC staff to evaluate impact of changes (single or multi-impact CR's) to other areas throughout the department, and facilitates collaboration meetings with impacted parties. Works with SDLC staff and management to obtain Change Order (CO) costing and resource availability. Negotiates with SDLC teams and customers, and obtains consensus when there are competing priorities for scheduling. Collaborates with technical partners on the planning of Infrastructure upgrades and changes, to ensure stability of development and production environments.
30%	Monitors the progress of CR's and CO's and facilitates Status meetings to ensure SDLC tasks are completed on time and release dates are met. Creates queries, reports, and a complex Release Plan, using Team Foundation Server (TFS). Takes the lead on overseeing changes that have high priority/visibility, involving highly complex environments, and/or have significant impact on the enterprise. Identifies and evaluates issues that impact the progress of projects/assignments (such as time constraints, resource limitations, and scheduling conflicts). Assesses impact, provides recommendations, and oversees implementation of resolution. Coordinates with SDLC staff to identify, document and monitor risks to release schedules. Obtains approvals from end users, management, and staff for changes to Release Plans and Change Control processes. Monitors the implementation of risk mitigation strategies and alternate solutions. Communicates with customers and other impacted technical areas when release schedules are at risk.



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15%	Independently coordinates activities to implement applications, IT services, and software upgrades into production. Creates/updates release deployment documents and records. Facilitates lessons learned meeting with SDLC staff and business customers, to identify process improvements that will ensure successful system deployments and enhance the health and stability of supported systems.
15%	Performs research, attends training, and participates in meetings, to maintain a working knowledge of IT systems and the business areas they support. Maintains expert level knowledge of Release Management processes/procedures, explains to customers, monitors use, and ensures compliance. Analyzes and updates processes/procedures to maintain technology standards, while also meeting business needs. Evaluates and identifies gaps, inconsistencies and inefficiencies in processes/procedures. Makes recommendations and leads efforts to implement process improvements to increase efficiency and enhance customer service. Provides on-the-job training and mentoring to other team members. Participates in research and testing of new software to support the team's functions. Gathers performance metrics and provides to management. Evaluates trends and provides recommendations for improvements to increase timeliness, quality and productivity. Designs work plans and scheduled for team projects. Delegates and follows up on tasks, to ensure efficient completion.

Marginal Functions

Percentage	Description
10%	Participates on internal, departmental, and inter-agency projects and teams. Provides support to management. Provides back-up support to other Release Managers, and may need to cross-train on other workloads and/or systems. May need to perform legislative analysis on changes impacted the different FTB IT systems.

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.

Valenzano, Cynde@FTB

Name (Print)

Signature

Date