

# California Department of Tax and Fee Administration

## DUTY STATEMENT

CURRENT  
 PROPOSED

| SCHEDULE TO BE WORKED/WORKING HOURS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | EFFECTIVE DATE                                                        |                                             |
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| CIVIL SERVICE CLASSIFICATION<br><b>Information Technology Manager II</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | PRIMARY DOMAIN<br><b>Software Engineering</b>                         | WORKING TITLE<br><b>CROS Branch Manager</b> |
| DIVISION/OFFICE/UNIT<br><b>TSD/Centralized Revenue Opportunity System</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | SPECIFIC LOCATION ASSIGNED TO<br><b>Headquarters – Sacramento, CA</b> |                                             |
| SEERA DESIGNATION<br><b>Managerial</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | BARGAINING UNIT<br><b>M01</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | WORK WEEK GROUP<br><b>E</b>                                           | CERTIFICATES REQUIRED<br><b>None</b>        |
| FINGERPRINTS/ BACKGROUND CHECK REQUIRED<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | BILINGUAL POSITION<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SUPERVISION EXERCISED<br><b>Yes</b>                                   |                                             |
| INCUMBENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | POSITION NUMBER (Agency-Unit-Class-Serial)<br><b>291-381-1406-</b>    |                                             |
| <i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                       |                                             |
| <p>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</p> <p>Under the general direction of the C.E.A., Bureau Chief of the CROS Project Team, the Information Technology Manager II, CROS Branch Manager, oversees the Centralized Revenue Opportunity System (CROS). The incumbent has full management responsibility for the day-to-day operations and maintenance of CROS. The incumbent participates in formulating, recommending, and implementing department wide policies with significant impact on all programs related to CROS. The CROS Branch Manager works cooperatively with California Department of Tax and Fee Administration (CDTFA) business owners, process users, various leadership, and risk groups to ensure all aspects of the Solution Request (SQR) lifecycle are completed. The incumbent ensures CDTFA business vision, goals, objectives, policies, and procedures are reflected in SQR requirements and in alignment with CDTFA's standards and strategic directives. The incumbent works with CROS vendors to oversee contractor workload, monitor performance, and authorize invoicing. The incumbent participates in activities related to CROS with external stakeholders, including but not limited to State control agencies, Legislature, and statewide organizations on matters concerning CROS.</p> <p><b>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                       |                                             |
| PERCENTAGE OF TIME SPENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | DUTIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                       |                                             |
| 40%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b><u>ESSENTIAL JOB FUNCTIONS</u></b></p> <p>Plans, organizes, and directs all activities associated with the day-to-day operations of CROS including participation in the development of sensitive and complex policies and procedures to ensure successful design, development, and implementation of SQRs. Assists in integrating new policies, processes, and procedures with existing policies, processes, and procedures to ensure mission critical business needs are continuously met. Monitors the implementation of the change management process to ensure minimal disruption to services.</p> |                                                                       |                                             |
| 30%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Plans, directs, and coordinates the work of the production support developers, business analysts, testers, and contractors. Oversees the daily activities of CROS to ensure goals and objectives are accomplished within prescribed time frames. Provides oversight for scope and objective management, change control, strategic planning, issue management, and risk management.</p>                                                                                                                                                                                                                    |                                                                       |                                             |
| 15%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Provides ongoing review, approval, and acceptance of significant deliverables including key documents, system solutions, and components to be implemented into the CROS production environment.</p>                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                       |                                             |
| 10%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>Responsible for refining the change management process as necessary to achieve optimal CROS performance, providing consistent communication and reporting to key stakeholders.</p>                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                       |                                             |
| 5%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b><u>MARGINAL JOB FUNCTIONS</u></b></p> <p>Other job-related duties as required.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                       |                                             |
| <b>WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                       |                                             |

**Work Environment:**

- Position is located in a high-rise building.

**Physical Abilities:**

- 

**Additional Requirements/Expectations:**

- Work long or irregular hours as required.

***I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.***

PRINT EMPLOYEE NAME

EMPLOYEE'S SIGNATURE

DATE

***I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.***

PRINT SUPERVISOR NAME

SUPERVISOR'S SIGNATURE

DATE

**HRB Approval Date: 01/19/2022**

**C&P Analyst Initials: GNR**