

# California Department of Tax and Fee Administration DUTY STATEMENT

CURRENT  
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION <b>Information Technology Manager II</b>		PRIMARY DOMAIN <b>Client Services</b>	WORKING TITLE <b>IT Operations Branch Manager</b>
DIVISION/OFFICE/UNIT <b>TSD/IT Operations Branch</b>		SPECIFIC LOCATION ASSIGNED TO <b>Headquarters – Sacramento, CA</b>	
SEERA DESIGNATION <b>Managerial</b>	BARGAINING UNIT <b>M01</b>	WORK WEEK GROUP <b>E</b>	CERTIFICATES REQUIRED <b>None</b>
FINGERPRINTS/ BACKGROUND CHECK REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	SUPERVISION EXERCISED <b>Yes</b>	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) <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>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the administrative direction of the Chief Information Officer, the incumbent oversees the IT Operations Branch of the Technology Services Division. The incumbent is directly responsible for IT Service Management (ITSM) processes and IT Support. The Information Technology Manager II (IT Manager II) is responsible for assisting in policy development, technical implementation, maintenance, and support related to CDTFA's information technology operations. The incumbent ensures that the IT Operations teams are coordinating their activities with the focus of providing quality services to meet CDTFA's business needs through the most appropriate application of technology and customer service. The IT Manager II represents the CDTFA on a number of departmental, statewide, and federal policy formulating committees, and advises CDTFA management on such policies and issues impacting CDTFA IT priorities and in all matters relating to the integration of business processes with appropriate technology solutions.			
<b>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</b>			
PERCENTAGE OF TIME SPENT	DUTIES		
50%	<p><b><u>ESSENTIAL JOB FUNCTIONS</u></b></p> <p>Responsible for carrying out overall Branch management responsibilities with specific organizational responsibilities focused on the highly complex and technical areas of IT Service Management and IT Support Sections.</p> <ul style="list-style-type: none"> <li>Responsible for ensuring that TSD is focused on coordinating its IT operational activities as well as providing quality services to achieve the CDTFA's business objectives. Ensures the achievement of these objectives through strong integration with the use of technology in solving business problems.</li> <li>Responsible for the oversight of technology and business efforts relative to the implementation and delivery of technology solutions within the IT Operations Branch. Ensures successful availability and delivery of IT services and support throughout CDTFA.</li> <li>Responsible for oversight of all IT Service management and IT Support services which support accomplishment of the CDTFA's responsibilities.</li> <li>Participates in establishing standards for CDTFA technology operational functions and formulates TSD short- and long-range plans encompassing both strategic and operational needs. Monitors plans to ensure that the operational services objectives and commitments to accomplishing CDTFA programs and legislative efforts are met.</li> </ul>		
30%	<p>Assists TSD leadership and serves as an advisor to executive management in formulating departmental policies and strategies relative to the integration of business processes with appropriate technology solutions.</p> <ul style="list-style-type: none"> <li>Identifies and analyzes current trends and problems facing the CDTFA that may require technology solutions. Maintains an awareness of the constantly evolving concepts and technologies pertaining to IT Operations and technology functions. To the degree possible, maintains a state-of-the-art environment for TSD staff.</li> </ul>		

	<ul style="list-style-type: none"> <li>Monitors all plans to ensure that TSD objectives and commitments to accomplishing CDTFA programs and legislative efforts are met. Participates in CDTFA and strategic technology planning efforts.</li> <li>Shares information with state and federal entities regarding CDTFA technology innovations in tax administration.</li> <li>Participates in dialogue regarding potential technology operations and makes policy recommendations accordingly. Exercises considerable influence on how CDTFA considers the initiatives of other state's tax administration technology strategies.</li> <li>Counsels and advises CDTFA Management on various technological issues and problems affecting the CDTFA's business processes. Provides leadership in implementing department-wide goals and objectives.</li> </ul>
10%	Develops and maintains strategic, tactical and innovation goals, objectives and plans to ensure that CDTFA IT operations are adaptive, agile and responsive to the changing business needs and priorities. Develops and maintains policies and best practices to support the management of technology operations and changes that impact CDTFA business processes.
10%	Establishes and maintains effective liaison relationships with all levels of CDTFA management and staff, other state and public agencies, and vendors including top level representatives from the Department of Finance, the Department of General Services, the Legislative Analyst's Office, the Federation of Tax Administrators, the State Data Centers, information management executives for other State and Federal agencies, and executives of vendor corporations. Serves as a member of information technology management groups and committees, as necessary, in both the public and private sector.

**WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):**

**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: 01/06/2022**

**C&P Analyst Initials: GNR**