



Duty Statement

Request for Personnel Action (RPA) Number 2122-03080	Effective Date
Classification Title Information Technology Manager II	Position Number 564-256-1406-xxx
Working Title Assistant Bureau Director	Bureau and Section Quality Assurance Bureau

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 administrative direction of the Bureau Director (CEA B), the position functions as the Quality Assurance Legacy Services Assistant Bureau Director (BD) in the Technology Services Division. The Assistant BD serves in a senior management role advising the BD on formulating enterprise wide information technology (IT) direction and policies; establishing and meeting strategic plans and goals; formulating and implementing long-range bureau objectives; and, reviewing implementation and conformance of IT programs with organizational policies and objectives. The BD works through subordinate IT Manager I section managers and actively participates in Departmental governance with respect to internal business operations. Adheres to the Department's mission and values and encourages equal employment opportunities. This position provides services which encompass multiple IT domains to include *Software Engineering, Information Technology Project Management, and Information Security.*

Essential Functions

Percentage	Description
45%	Formulating and implementing long-range bureau objectives: The Quality Assurance Legacy Services Assistant BD formulates long-range bureau objectives and advises BD on implementation strategies and policy development related to bureau objectives by bridging strategic intent and practical technical sub-bureau operations. Actively monitors the statewide and departmental budget and project cycles; assesses division and departmental risks and key initiatives; identifies resource requirements; oversees sub-bureau project efforts; and, anticipates challenges and recommends solutions to complex problems. Collaborates with the BD to establish policies and processes for the Quality Assurance Legacy Services Bureau staff to follow to ensure maximum performance, system availability, IT stability and quality measures are in place in order to meet FTB's program goals in support of tax administration. Sponsors projects in support of long-range bureau and division objectives and works with enterprise and external stakeholders to ensure that bureau strategic objectives align with enterprise needs. Leads employees to "Bring our Best" each day, monitors employee performance objectives, ensures effective hiring and personnel management techniques are in place, and supports the department's Equal Employment Opportunity Program.
25%	Sub-bureau oversight: The Quality Assurance Legacy Services Assistant BD oversees critical IT programs that support enterprise operations, including enterprise release planning, Software Development Life Cycle (SDLC), IT Service Management (ITSM) and legacy quality assurance operations for the Division. All activities are conducted at the enterprise level and represent plans and programs for the division. Specific activities include the leading, management and optimization of legacy quality assurance frameworks, methodologies, operations, including but not limited to: standardization, automation maturity, and cross-training initiatives to assure the utmost quality, efficiency and effectiveness of the department's legacy systems, products, services. Collaborates closely with SDLC



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	peers to identify, recommend and implement continuous improvement opportunities impacting methodologies, standards, and processes as technologies and business needs evolve. Defines enterprise information needs and sub-bureau performance objectives, including ensuring critical legacy FTB applications and infrastructure changes meet customer needs and expectations through efficient and effective quality assurance methodologies. Researches and recommends technology products, solutions, and divisional standards. Mentors and guides subordinate managers and supervisors to meet bureau and division goals and objectives. Collaborates with various Bureau Directors across FTB to make sure customer needs and key performance objectives are met. Partners with peer Assistant BDs and Division BDs to identify solutions that meet the needs of customers while maintaining efficiency and effectiveness from an automated systems perspective. Cultivates, maintains, and implements knowledge of information technology trends and emerging technologies as well as concepts and practices in effective management of information technology programs, projects, methodologies and teams through a variety of means, such as: collaborates with other IT experts in FTB and at other state departments; reads industry print and web content, including new technology releases and trends; takes online and in-person continuing education training; and, attends events and conferences..
15%	Reviewing IT programs: The Quality Assurance Legacy Services Assistant BD collaborates with the BD to review the efficiency of the Quality Assurance bureau to identify problems, if any, and to develop appropriate follow-up optimization and remediation strategies as required. Evaluates and analyzes the health of the organization and identifies opportunities to produce improved results and outcomes. Works collaboratively with management across the enterprise to assess operational needs and program improvement opportunities with an emphasis on compliance with relevant laws, rules and regulations, as well as with an eye towards aligning operational performance with FTB's strategic goals and objectives.
10%	Advising BD and FTB Senior Managers: The Quality Assurance Legacy Services Assistant BD is a member of FTB's governance process and senior management team, providing recommendations to the BD and other FTB senior managers including policy recommendations in support of Security Information Management (SIM) and Software Asset Management (SAM) directives. All program work is performed within the framework of the FTB's mission and values with the objectives of optimizing processes, products, services and resources to better serve our customers. In addition, provides leadership to departmental teams in response to legislative, political and business issues employing knowledge of the departmental strategic goals and understanding of underlying business issues.



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Marginal Functions

Percentage	Description
5%	Oversee the development of performance measures which include costs, revenues and volumes and direct the monitoring and evaluating of these elements in an effort to reduce overhead and increase revenue.

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.

Hughes, Marion@FTB

Name (Print)	Signature	Date