STATE OF CALIFORNIA
Franchise Tax Board

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Associate	**Position Number** 564-220-1401-xxx
Working Title IT Contract Management Analyst	**Bureau and Section** Initiation & Planning Bureau TSD Budget & Support Services

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. 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 Information Technology (IT) Supervisor II, in the TSD Support & OE&E Services Unit of the Initiation & Planning Bureau, incumbent performs IT Contract Renewal activities under the *Business Technology Management* domain. The incumbent serves as a department analyst and primary point of contact for IT hardware and software contract management related issues impacting Franchise Tax Board (FTB). Incumbent works with individuals at all levels in the Department and creates partnerships between individuals and/or entities that can resolve problems affecting contract renewals and the needs of the business areas. The incumbent facilitates the timely renewals of less complex IT contracts, performs entry-level analysis, makes recommendations to renew, consolidate or eliminate contract renewals, as well as develops relationships with vendors and has a thorough understanding of the hardware and software tools FTB procures. Works with Budget and Procurement staff closely during Budget Drills, as well as reports on unexpected savings or expenditures as identified. Incumbent plays a critical role in the development of the IT Baseline as part of the annual Schedule 3 Planning Process. Incumbent also works independently as a consultant/advisor and participant with FTB management, Procurement staff, and business area subject matter experts, other State Agencies, and vendors for the department's IT contract renewals. Required to work under stressful conditions especially during contract negotiations. Position plays a specialty role looking for ways to save FTB money where possible with regard to software usage and maintenance coverage. Additionally, the IT Contracts Management Analyst is expected to provide a high level of customer service while working cooperatively with all levels of staff. All duties are performed within the framework of the Department's mission and values, and in accordance with Departmental Policies and General Procedures.

Essential Functions

Percentage	Description
30%	Incumbent collects, analyzes, maintains, monitors and updates a centralized repository to support hardware and software contract management information. Analyze and reconcile contract information such as contract terms and conditions, business justifications, statement of works, and other miscellaneous information from various sources throughout the department, identify the program's primary IT needs, assess and recommend the best IT solution to meet those needs as contracts are renewed throughout the fiscal year, specializing in less complex IT contract renewals and with the lowest worth.
20%	Act as a consultant, advisor and participant with FTB management, Procurement staff, business area subject matter experts, other State Agencies, and vendors for the department's smallest IT contract renewals, and look for ways to save FTB money where possible, especially during contract negotiations. Represents the Technology Services Division (TSD) and provides in-depth analysis, data, and strategic methods necessary to negotiate the best price for the department's IT contract renewals. Take an active role in the functions of the IT Contracts Management Team with contract renewal processing, acquisition, distribution, receipt, and tracking invoices, services and warranty terms. Analyze purchase requests, update IT Contract renewal schedule for contract tracking records. Work with departmental procurement and customers to ensure the business areas needs are met.

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15%	Pro-actively partner with customers and vendors to manage less complex hardware and software maintenance contracts to meet the needs of business/program areas. Provide advance notifications, advisement, and obtain sign-off from the business areas for timely IT maintenance renewals. Analyze, recommend, develop standards, processes and procedures, to help determine the ROI (return on investment) for IT maintenance contracts, as well as, for efficiency in their prospective IT area for the service being provided. You work with departmental procurement and budget staff and keep all impacted areas informed throughout the contract change/renewal process, as well as communicate the overall status or other updates related to hardware and software maintenance contracts to business/program areas and management as requested.
15%	Identify potential opportunities to reduce the total cost of hardware and software maintenance or upgrades. This includes, but not limited to, identifying and researching cost effective hardware/software alternatives to meet the business need; helps ensure FTB does not lose value or incur unwarranted costs in FTB's portion of Interagency Agreements. Make recommendations on the use of new technology, and analyze various support solutions, i.e. time and materials vs. maintenance agreements, and present findings/proposals to management.
10%	Analyze IT maintenance contracts for potential savings due to lack of services rendered, no value-add for the department during Budget Drills and day-to-day renewals. Work with Budget and Procurement staff closely, as well as report on and make recommendations to management on use of discovered savings or shortfalls as identified.
5%	Incumbent develops, documents, refines and improves the Unit's operational workflows and procedures to manage IT hardware and software contract renewals for the department.

Marginal Functions

Percentage	Description
5%	Analyze, develop, and recommend improvements for Enterprise IT commodities planning processes, and perform other administrative, analytical, and technical functions as required to support the Enterprise.

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

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.

Tompkins, Johneen@FTB

Name (Print)	Signature	Date