DUTY STATEMENT

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Manager I	**Position Number** 564-272-1405-xxx
Working Title Enterprise Database Management Unit C Manager	**Bureau and Section** Infrastructure Services Bureau Enterprise Database Management Section

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 general direction of the Assistant Bureau Director of Database, Mainframe and Platform Services, performs all managerial duties for Enterprise Database Management Unit B Manager of the Enterprise Database Management Section, the incumbent is responsible for full management responsibility and functions independently by planning, directing, coordinating and organizing the more difficult, critical, sensitive, technical, and highly specialized assignments that have department wide impact on the monitoring and managing of Technology Services Division's (TSD) automated systems. The incumbent is responsible for directing the activities of a team of database administrators responsible for managing FTB database systems that may include database platforms such as Microsoft SQL Server, SAP Sybase and Data Lake. The incumbent is responsible for encouraging positive relationships, creating high job satisfaction, encouraging success, demonstrating understanding, and being trusting and supportive. In additional you support the Bureau's business hours and your work shift schedule may be subject to change based on the Bureau's business and operational needs which occasionally includes off-hours and on call support. The incumbent is responsible for managing database staff and managing the most complex technical projects.

There are a wide variety of activities performed within the Bureau requiring the Section Manager to be able to work effectively with subordinate staff, peers and senior managers throughout the department in order to accomplish the duties described in this document. The Section Manager represents the Bureau in various activities including divisional and departmental meetings. The position provides services which encompass the IT domain of System Engineering and Software Engineering.

Essential Functions

Percentage	Description
40%	Responsible for planning, organizing, coordinating, and reviewing the day-to-day operation of the database teams of the Enterprise Database Management Section within the Infrastructure Services Bureau. These groups are primarily responsible for effectively and efficiently administer, secure, and make information in FTB databases available to meet the needs and success of the department's programs. Work closely and collaboratively with the section's management team, business customers, Network Engineering staff, Server Management Section staff, IT Service Desk, and other technical staff to coordinate activities in accordance with FTB's policies and procedures and to provide a high level of customer service and quality products to enterprise-wide users. Take initiative to establish an ongoing dialog and with Open System, Mainframe, and other technical groups to ensure our customers' needs are fulfilled. Keep your manager informed of the activities of your unit and provide timely reports and plans related to existing and future workloads.
30%	Provide leadership and input in the more complex enterprise-wide database or other technical projects involving existing and new technologies to successfully and timely implement FTB's IT policies and improve the functionality of mission critical applications and reduce operating costs. Initiate and manage projects and work with technical and business customers, vendors, and consultants to successfully develop and implement the projects. Direct and monitor the database teams' activities including their analysis, design, development, maintenance, and implementation of complex Databases. Ensure system security; stability and productivity goals are met.
25%	Work closely with staff to identify their strengths and areas of improvement and to motivate and promote continuous improvement. Match them with appropriate assignments and plan their development in a manner that ensures departmental needs are met and career goals are addressed. Assess training needs of the staff and arrange for training in accordance with department's technology goals and direction. Promote teamwork by involving staff in decision making process, have regular one on ones and staff meetings. Make sure that the team goals are totally clear and completely understood and accepted by each team member.

Marginal Functions

Percentage	Description
5%	Other technical or administrative duties to support the enterprise. Works closely with management in planning and support of the ISB's strategic goals. As needed, act as a backup to others within the management team.

Employee: I confirm that I have read and understand the described duties and functions of this position.

Name (Print)	Signature	Date

Supervisor:

I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)	Signature	Date