



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date 07/01/2026
Classification Title Career Executive Assignment (CEA) – Level B	Position Number 564-250-7500-xxx
Technical Solutions Bureau (TSB) Director	Bureau and Section TSD/Technical Solutions Bureau

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 administrative direction of the Chief Information Officer (CIO), the Technical Solutions Bureau (TSB) Director serves as a high-level executive responsible for providing strategic leadership and oversight of enterprise-wide technology, data, cybersecurity, and systems within the Information Technology (IT) program areas of the Franchise Tax Board (FTB), targeting focus on the broad range of technical solutions technology services. This position is a key member of the department's Executive Management Team and plays a critical role in shaping and implementing policies that advance FTB's mission and California's statewide tax administration, while demonstrating executive-level expertise in enterprise IT strategy, modernization, and governance. The role requires proven experience in managing large-scale technology programs, reducing technical debt, and leading technology initiatives. The incumbent must possess a strong understanding of state and federal compliance frameworks, emerging technologies, and the ability to lead cross-functional teams while influencing statewide policy and innovation. The TSB Director provides expert guidance on aligning technology investments with business priorities, ensuring compliance with state and federal mandates, and leading enterprise modernization and innovation efforts. This role supports the CIO's vision for advancing the Technology Services Division (TSD) into tomorrow's evolving IT landscape, enabling the CIO to focus on overall division leadership.

Essential Functions

Percentage	Description
30%	<p>Program Oversight and Operational Accountability</p> <p>Provides executive oversight of mission-critical enterprise systems and services, including tax administration platforms, data infrastructure, and statewide technology initiatives.</p> <p>Directs the full lifecycle of enterprise technology programs—from strategic planning and architecture through development, testing, implementation, and operations.</p> <p>Leads long-term strategic planning with a focus on modernization, reducing technical debt, and ensuring scalable, future-ready systems.</p> <p>Identify and adopt standard enterprise technology processes and toolsets as it relates to software development, providing direct support on major issues that require external review.</p> <p>Oversees the development of performance measures which include costs, revenues and volumes and direct the monitoring and evaluating of these elements to reduce overhead and increase revenue.</p> <p>Establishes and monitors program-level Objectives and Key Results (OKRs) and metrics to evaluate effectiveness, drive accountability, and inform executive decision-making.</p>



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	<p>Promotes lifecycle management practices to ensure systems remain current, secure, and aligned with evolving business needs.</p> <p>Ensures enterprise systems are accessible, scalable, and compliant with mandates such as SIMM, SAM, IRS Pub 1075, CCPA, and WCAG.</p> <p>In the event of the CIO's absence, the incumbent may be called upon to act on the CIO's behalf.</p>
25%	<p>Executive Policy Leadership and Strategic Direction</p> <p>Leads the development, implementation, and enforcement of enterprise-wide technology and data policies aligned with FTB's mission and statewide vision to ensure automated solutions support operational needs while meeting State and departmental goals.</p> <p>Formulates high-level strategies that govern IT programs and methodologies, including enterprise architecture, cybersecurity, data governance, artificial intelligence (AI), and system lifecycle management.</p> <p>Translates complex legislative mandates, executive orders, and statewide directives into actionable enterprise policies that guide department-wide operations and technology investments.</p> <p>Champions the integration of emerging technologies—such as AI, automation, and cloud services—to enhance operational efficiency and public service delivery.</p> <p>Remains current with evolving technologies by proactively identifying opportunities to update systems, adopt innovative solutions, and retire outdated platforms.</p> <p>Leads long-term program planning efforts with a strong emphasis on modernization, scalability, and alignment with enterprise strategic goals.</p>
25%	<p>Governance, Risk, and Compliance</p> <p>Serves as a voting member of FTB's executive governance bodies, providing authoritative recommendations on enterprise risk, resource allocation, and technology direction.</p> <p>Leads the integration of governance frameworks across enterprise architecture, project management, and IT service management to promote transparency, accountability, and continuous improvement.</p> <p>Supports the department's cybersecurity strategy, ensuring protection of sensitive taxpayer data and critical infrastructure.</p> <p>Implements and maintains security frameworks such as NIST, Zero Trust Architecture, and continuous monitoring protocols.</p> <p>Collaborates with the Chief Information Security Officer (CISO) to ensure proactive threat detection, incident response readiness, and compliance with cyber regulations.</p> <p>Ensures compliance with statewide and federal policies, including those related to data ethics, accessibility, and digital equity.</p> <p>Leads enterprise risk management strategies that balance innovation with public trust, privacy, and security.</p>
15%	<p>Executive Advisory and Interagency Collaboration</p> <p>Acts as a key advisor to the CIO, Executive Officer, Division Chiefs, and Bureau Directors on enterprise-wide technology strategy, innovation, and policy matters.</p>

