

California Department of Tax and Fee Administration

DUTY STATEMENT

CURRENT
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II	PRIMARY DOMAIN Client Services	WORKING TITLE IT Field Support Supervisor	
DIVISION/OFFICE/UNIT Technology Services Division/IT Operations/IT Field Support		SPECIFIC LOCATION ASSIGNED TO	
SEERA DESIGNATION Supervisory	BARGAINING UNIT 01	WORK WEEK GROUP E	CERTIFICATES REQUIRED None
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 Yes	
INCUMBENT	POSITION NUMBER (Agency-Unit-Class-Serial)		
<p><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></p>			
<p>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</p> <p>Under general direction of the Information Technology Manager I, and in collaboration with the Business Taxes Administrator III of the field office, the Information Technology Supervisor II (IT Supervisor II), plans, organizes, and directs the work of information technology field support staff located in Northern California, Houston, Chicago, and New York. The IT Supervisor II will monitor daily staff work to ensure workload completion. The incumbent identifies, documents and monitors defined service levels and performance management standards, and ensures compliance to project management standards. The incumbent also develops scope of work, and participates in vendor/product solution evaluation and selection. Travel may be required up to 25% of the time.</p> <p>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</p>			
PERCENTAGE OF TIME SPENT	DUTIES		
50%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <p>Plans, organizes and directs work of technical support staff located in Northern California, Houston, Chicago, and New York.</p> <p>Tasks performed by IT Support include, but are not limited to the following:</p> <ul style="list-style-type: none"> • Deployment/Imaging of desktops, laptops, mobile devices, printers and peripheral equipment. • First and second level support to troubleshoot, diagnose, and resolve problems (i.e., routine connectivity issues, system, and all aspects of desktop/laptops, applications, etc.). • Resolves incidents and service requests and tracks incidents and service requests into the ticketing tool. • Hardware installation, repair, and maintenance of IT equipment. • Software installation and support including enterprise software images. • Assists IT network, server, and telecom engineers to monitor, change, install, test and maintain the network, servers, and telephony services in field office sites. • Completes various data collection and maintenance documentation of IT assets. • May assist during Disaster Recovery support for field offices. <p>Reviews workload for completeness, accuracy, and resolves any scheduling conflicts to ensure operational needs are met to support California Department of Tax and Fee Administration (CDTFA) customers. Coordinates and prioritizes assignments of tasks to staff. Ensures IT standards/requirements with department, state, federal, and security are adhered to. Collaborates with TSD to ensure that standards adherence is consistent between TSD and Field Offices.</p> <p>Identifies and analyzes issues for resolution and/or reports any issues or concerns to TSD management.</p>		

20%	<p>Participates as a subject matter expert of IT projects and cross-functional project teams. Identifies project needs and/or problem areas and works with management and staff to take corrective action where necessary. Estimates project timelines, required staffing resources and deliverables. Provide project status and progress reports to management.</p> <p>Ensures organizational policies and procedures are followed. Serves as a technical liaison to TSD management and other internal/external customers on technical matters and provides consistent information technology support.</p> <p>Develops unit goals and objectives. Provides performance measures and assists in the development and maintenance of processes and procedures.</p>
20%	<p>Conducts timely evaluations of staff performance, prepares probation reports, annual reviews, and performance expectations. Coaches staff to perform at the highest possible level and to consistently provide quality customer service.</p> <p>Responsible for hiring, developing, and retaining competent and professional staff that assures an adequate level of specialized technical expertise to support current and future CDTFA information technology needs.</p> <p>Ensures that a training program is developed and maintained.</p>
10%	<p><u>MARGINAL JOB FUNCTIONS</u></p> <p>Invests in personal and team development through continuous education to maintain position related knowledge in the information technology field with the emphasis client services domain and customer service. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout CDTFA and its customers.</p> <p>May serve as backup support to Headquarters and/or Southern California IT Support Supervisor when unavailable.</p> <p>Performs other duties as appropriate to the position or classification. May be required to lift, push, and pull certain equipment weighing up to 50 lbs.</p>

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

Work Environment:

- Work in a secure high-rise building.

Physical Abilities:

- Ability to transport and install physical hardware such as PC's, printers, etc., up to fifty (50) pounds with or without reasonable accommodations.

Additional Requirements/Expectations:

- Travel may be required, up to twenty-five (25) percent.
- Non-standard and/or weekend support may be required.
- May be required to carry a mobile device.

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
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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
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HRB Approval Date: 12/29/2025	C&P Analyst Initials: LLM
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