



Duty Statement

Request for Personnel Action (RPA) Number 2526-02462	Effective Date
Classification Title Information Technology Manager I	Position Number 564-258-1405-001
Working Title Technical Services Section Manager	Bureau and Section Infrastructure Services Bureau Server Engineering 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 general direction of the Technology Solutions Bureau Director, the Technical Services Section Manager is responsible for day to day management and oversight of the Configuration Management , Automation, Performance, & Tech Services team. The incumbent provides administrative and technical direction to a staff of IT professionals who are tasked with supporting the EDR technical architecture, integration services, and automated software deployments. The incumbent works collaboratively with the team to ensure IT architectural and configuration management best practices are followed. The incumbent works cooperatively with bureau and Technology Services Division (TSD) technical staff to promote an environment and atmosphere of teamwork and cooperation consistent with the department's values among staff and managers. The incumbent develops and maintains strong, collaborative working relationships with representatives from across different divisions within the department. Work is performed within the framework of the Department's mission and values. The position provides services which encompass the IT domain of *Software Engineering*.

Essential Functions

Percentage	Description
50%	Directs the activities of the Configuration Management , Automation, Performance, & Tech Services team who develops and supports the enterprise level IT services, configures infrastructure components, and automates, builds, and deploys EDR software changes That support enterprise systems throughout the department, such as ETS and efforts part of the Tax Systems Modernization effort and enterprise level applications. Works with the Application Services management team and staff to ensure that the enterprise applications and enterprise IT services meet our business partners' needs and provide access to enterprise data effectively, efficiently, and securely. Interviews, selects, and hires new personnel. Prepares evaluation reports for subordinates and accepts/rejects personnel during probationary periods. Takes disciplinary action as required. Responsible for developing staff through training and project assignments. Ensures adherence to State and FTB policies and procedures.
25%	Researches and provides recommendations on the installation and implementation of the most complex software systems. Researches and manages the most complex technical incidents, problems, and releases affecting common enterprise IT services, integration services, and web services in the department's distributed environment. Identifies and communicates issues and problems to management with alternative solutions and recommendations. Provides proactive advice and consultation on the types of tools and technologies that can be leveraged to improve the department's use of enterprise data and common services. Recommends and implements enterprise solutions related to enterprise systems throughout the department, such as ETS and efforts part of the Tax Systems Modernization effort and enterprise level applications.



Duty Statement

Percentage	Description
20%	Facilitates and coordinates software deployments with stakeholder groups. Negotiates and collaborates with technical areas throughout the department on the strategy and timing of implementing code changes and/or implementing changes to infrastructure components while obtaining buy off from stakeholders. Recommends and implements tools and technologies that can be leveraged to maintain and/or improve the health and stability of the technical environments.

Marginal Functions

Percentage	Description
5%	Monitors information technology trends, especially those related to Configuration Management, Automation, Performance, & Tech Services to identify opportunities to continually improve the efficiency, performance, integrity, and reliability of the department's EDR solution. 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.

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.

Name (Print)	Signature	Date

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

Ramesh Mummaneni

Name (Print)	Signature	Date