

California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION	PRIMARY DOMAIN	WORKING TITLE	
Information Technology Manager II	System Engineering	Chief, Enterprise Infrastructure Branch	
DIVISION/OFFICE/UNIT		SPECIFIC LOCATION ASSIGNED TO	
TSD/Enterprise Infrastructure Branch		Sacramento, CA – Headquarters	
SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Managerial	01	E	None
FINGERPRINTS/ BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED	
☒ Yes ☐ No	☐ Yes ☒ No	Yes	
INCUMBENT	POSITION NUMBER (Agency-Unit-Class-Serial)		
<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>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager II (IT Manager II) oversees the Enterprise Infrastructure Branch (EIB) of the Technology Services Division (TSD). This Branch includes the areas of Network Infrastructure, Server/Cloud Infrastructure, Enterprise Systems, Infrastructure Security, and Telecommunications. The IT Manager II is directly responsible for policy development, technical implementation, and maintenance and support as they relate to CDTFA's information technology infrastructure. The IT Manager II is responsible for ensuring that TSD EIB sections are coordinating their activities, with the major focus of providing quality service to meet CDTFA's business needs through the most appropriate application of technology. The Branch Chief may be required to act as the backup CIO as needed. Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
45%	<u>ESSENTIAL JOB FUNCTIONS</u> Responsible for providing strategic, operational, and fiscal leadership over CDTFA's statewide technology infrastructure. This includes ensuring stability, performance, reliability, and security of core platforms such as compute, storage, networking, identity services, endpoint engineering, M365 services, cloud environments, security platforms, and telecommunications. The role oversees daily operational activities, including monitoring, incident response, service delivery, and system optimization across headquarters and field office locations. The incumbent develops and maintains long-term infrastructure service roadmaps that align with business, technical, and security requirements, while driving operational excellence through continuous improvement, automation initiatives, and reduction of technical debt. This function ensures CDTFA maintains resilient, highly available infrastructure services supported by effective operational models. This function ensures CDTFA maintains resilient, highly available infrastructure services backed by sustainable financial planning and responsible use of state resources.		
30%	Assists the CIO and serves as an advisor to Executive Management in formulating departmental policies and strategies relative to the integration of business processes with appropriate technology solutions. Identifies and analyzes current trends and problems facing the CDTFA that may require technology solutions. Maintains an awareness of the constantly evolving concepts and technologies pertaining to application development and technology functions. To the degree possible, maintains a state-of-the-art environment. Monitors all plans to ensure that TSD objectives and commitments to accomplishing CDTFA programs and legislative efforts are met. Participates in strategic CDTFA-wide and individual department technology planning efforts. Shares information with state and federal entities regarding CDTFA technology innovations in tax administration.		

10%

Participates in dialogue regarding tax policy issues and potential technology applications and makes policy recommendations accordingly.

Counsels and advises CDTFA Management on various technological issues and problems affecting the CDTFA's business processes. Provides leadership in implementing department-wide goals and objectives.

10%

Develops and maintains strategic, tactical and innovation goals, objectives and plans to ensure that CDTFA IT infrastructure is adaptive, agile and responsive to the changing business needs and priorities. Develops and maintains policies and best practices to support the management of technology innovations and changes that impact CDTFA business processes, information security and data protection.

5%

Manages and develops a diverse technical workforce consisting of subordinate Manager and Specialist positions. The role includes mentoring, coaching, performance evaluation, and workforce development planning to ensure staff possess the competencies necessary to support CDTFA's modernization goals. A strong emphasis is placed on fostering a culture of innovation, engineering excellence, accountability, and continuous learning. The incumbent ensures effective succession planning, skills development, and capacity management to align the workforce with present and future technical demands.

MARGINAL JOB FUNCTIONS

Perform backup Chief Information Officer duties or other duties as assigned.

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

Work Environment:

- Position may be located in a high-rise building.

Physical Abilities:

-

Additional Requirements/Expectations:

-

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

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

HRB Approval Date: 07/16/2026

C&P Analyst Initials: LLM