



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Career Executive Assignment (CEA B)	Position Number 564-267-7500-001
Working Title Director, Operations Management Bureau	Bureau and Section Operations Management 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 (CEA C), the position functions as the Operations Management Bureau Director (Operations BD) for the Technology Services Division. The Operations BD is responsible for providing a framework for the department's centralized technology in Personal Computer Management, Information Technology (IT) Service Operations, Command Center Operations and IT Asset Management relating to the department's computing environment. This is accomplished through the BD's overall direction, coordination and policy development. The incumbent actively participates in Departmental decision making with respect to internal business operations. The incumbent adheres to the Department's mission and values and encourages equal employment opportunities.

Essential Functions

Percentage	Description
50%	Plans, develops and implements policies and procedures related to the Operations Bureau oversight. Oversees these programs' responsibility by establishing and monitoring operations management policies to ensure FTB staff and customers have enterprise-wide uninterrupted access to the departments distributed computing functions. Develops policy on incident identification, response, recovery and maintenance planning. Develops and implements policy, procedures, standards and architecture as they relate to desktop computing technology and the management and accountability of all IT assets and software compliance. Manages in an environment where consequence of error is extremely high and impacts the highest levels of state government. Works with the enterprise and external stakeholders to ensure that its policies are compatible with the division and enterprise needs. Identify trends and lead its employees to "Bring our. Best" each day.
30%	Exercise independence and authority in developing, implementing, directing and evaluating FTB's statewide policies relative to the Operations Bureau and its direct impact to the TSD and the enterprise. Serve as the expert advisor and provide critical consultation to the Executive Officer, CIO, Governance Council and FTB's executive management on all mission-critical program and policy issues relative to the identification, evaluation, development and implementation of new technologies for the FTB and tax system administration. Works collaboratively with executive management across the enterprise to assess operational needs, develop policies and provide direction with an emphasis on compliance with relevant laws, rules and regulations, as well as with an eye towards aligning operational performance with FTB's strategic goals and objectives.

Percentage	Description
	Is a member of FTB's governance process and executive management team, providing critical and highly sensitive recommendations to the CIO and other FTB senior managers, including policy development in support of Security Information Management (SIM) and Software Asset Management (SAM) directives. All program work is performed within the framework of the FTB's mission and values with the objectives of optimizing processes, products, services and resources to better serve our customers. This position provides services which encompass the IT domain of Client Services. Provide leadership to departmental teams in response to legislative, political and business issues employing knowledge of the departmental strategic goals, understanding of underlying business issues, and coming up with solutions that meet the needs of customers while maintaining efficiency and effectiveness from an automated systems perspective.

Marginal Functions

Percentage	Description
5%	Oversee the development of performance measures which include costs, revenues and volumes and direct the monitoring and evaluation of these elements in an effort to reduce overhead and increase revenue.

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

Name (Print)	Signature	Date
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