



Duty Statement

Request for Personnel Action (RPA) Number 2627-00465	Effective Date
Classification Title Information Technology Manager I	Position Number 564-267-1405-003
Working Title Information Management Section Manager	Bureau and Section Information Management Bureau Data Analytics & Visualization Section

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 Assistant Bureau Director of the Information Management Bureau (IMB), the Information Management (IM) Section Manager has significant responsibility formulating or administering IT policies and programs and full management responsibility for independently planning, directing, coordinating, and organizing difficult, critical, sensitive, technical, and highly specialized assignments that have department wide impact on the monitoring and managing of Technology Services Division's (TSD) systems. There are a wide variety of activities performed within the Bureau requiring the IM Section Manager to be able to work effectively with subordinate staff, peers, and senior managers throughout the department. The IM Section Manager represents the Bureau in various activities including divisional and departmental meetings. The position provides services which encompass the IT domain of *Software Engineering*. In addition, the IM Section Manager supports the Bureau's business hours and work shift schedules may be subject to change based on the Bureau's business and operational needs which occasionally includes off-hours and on call support. The use of designated productivity tools to plan, schedule, and complete assigned work successfully is expected and includes but is not limited to: Microsoft Word, Excel, Visio, PowerPoint, Project, Outlook, Teams, Azure Dev Ops, and SharePoint.

Essential Functions

Percentage	Description
35%	Organizes and manages a large number of IT staff in professional classifications that provide critical services to the program areas as they relate to technology systems and processes. This includes, but is not limited to, managing the Software Development Life Cycle (SDLC) to effectively modify the various systems, information services and automated programs to deliver quality software changes necessary to meet program area needs. The IM Section Manager is also responsible for team members who maintain applications in support of the department's business programs, such as monitoring the assignments, releases, workloads, and updates within the SDLC and employing acceptable alternatives when necessary to ensure smooth operations of the applications. Acts as a positive change agent helping managers, staff and customers adjust to ongoing technology requirements and strategies related to FTB's changing environment. Establishes and communicates roles, responsibilities, and priorities, and creates and sustains a positive working environment where employees efficiently and consistently deliver a high-level of service.
20%	Develops staff through training and project assignments creating cross-training opportunities that meet workforce planning objectives and ensure adequate workload coverage. Interviews, selects, and hires new personnel. Prepares evaluation reports for staff, accepts/rejects personnel during probationary period and takes disciplinary action as required. Ensures adherence to State and FTB policies and procedures in daily interactions with staff and performs full managerial duties by monitoring employee's growth and performance. Works as a part of a collaborative management team



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	to set and evaluate organizational objectives and strategies. Evaluates legislation and develops costing analysis for legislative changes and/or large change requests, section budget and training plans.
20%	Represents the Bureau and the Technology Services Division in various departmental project meetings and provides written/verbal status reports to senior management. Represents FTB in various meetings and workshops with external entities (e.g. IRS, other state departments, vendors, etc.) related to the support of the department's IT system's programs and processes.
10%	Leads teams and task forces when necessary to resolve outstanding system incidents and problems as defined by Information Technology Infrastructure Library (ITIL) to ensure the automated processing needs of our customers are met and to ensure the quality of FTB's data in compliance with statewide and federal policies, including those related to data ethics and governance.
10%	Responsible for developing, administering, managing, and maintaining the organizational information technology processes and to gather the necessary performance metrics. These metrics will be used for data-driven decisions related to resource management, budgetary planning, and process improvements to improve IT service delivery to the department's program areas.

Marginal Functions

Percentage	Description
5%	Monitor IT trends and when necessary, evaluate and/or assist in the evaluation of existing or new information support technologies.

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.

Vacant

Name (Print)

Signature

Date

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

Sanchez, Jason@FTB

Name (Print)

Signature

Date