STATE OF CALIFORNIA
Franchise Tax Board

Proposed

HR Date: 10/07/2026

HR Initials: SC

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
2627-00554	
Classification Title	**Position Number**
Information Technology Supervisor II	564-266-1404-002
Working Title	**Bureau and Section**
Information Management Unit Manager	Information Management Bureau Data Marts 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 Information Management Section Manager of the Information Management Bureau (IMB), the Information Management (IM) Unit Manager is responsible for planning, organizing, and directing staff work in support of the *Software Engineering* domain across multiple FTB applications and systems which are strategic and vital to meeting the Department's goals. The IM Unit Manager is required to follow the State's management policies and standards, while adhering to industry accepted management principles and disciplines. In addition, the IM Unit 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 program work is performed within the framework of the Department's mission and values with the objectives of improving the effectiveness and efficiency of the Department's systems and programs. This work requires familiarization and current knowledge of the core technical environment of FTB's applications and systems. 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
40%	Establishes and maintains cooperative working relationships with departmental management, client management, vendors, and other key stakeholder groups in the ongoing delivery, maintenance, and support of FTB technology solutions. Serves on various departmental teams as a technical IMB representative. Monitors and upholds defined service levels by ensuring all business requirements for scheduled work are addressed through documented system specifications, design, development, and testing activities prior to production release, consistent with bureau standards. Coordinates and manages the statuses of all related activities within the team and externally impacted areas, provides regular updates, and estimates of work with suggested mitigation strategies while leveraging industry best practices. Builds a strong foundation for continuous improvement.
35%	Manages the teams responsible for system development lifecycle (SDLC) work requests through resource capacity planning, task planning, and workload assignment. Ensure teams processes and procedures align with division goals and standards. Assigns work and ensures activity statuses are accurately tracked, reported, and transparent to all stakeholders using department standard work planning tools. Identifies, reports, and mitigates all related SDLC work decisions points, watch points, risks, and issues through standard project management methodologies and department tools. Provides summaries and reports on team's status and performance.
20%	Establishes goals and objectives for staff and enables them to achieve these goals. Defines training requirements and establishes training plans for staff development. Participates in developing the Section budget, assists in the development of business and technical operational plans, and establishes written

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Percentage	Description
	procedures. Provides for the recruitment, training, and development of staff within a working environment that fosters productivity and job satisfaction. Direct and evaluate the performance of staff.

Marginal Functions

Percentage	Description
5%	Continuously reviews existing processes and procedures for enhancing and improving team and department operations. Perform other duties commensurate with the classification of this position.

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.

Chandran, Vrinda@FTB

Name (Print)	Signature	Date