



DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00153	Effective Date
Classification Title Information Technology Supervisor II	Position Number 564-232-1404-004
Working Title Enterprise Tax Unit Supervisor	Bureau and Section Enterprise Tax Systems Bureau Filing Case Management Services 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 IT Manager I, in the Enterprise Tax Bureau, the IT Supervisor II works as the Enterprise Tax Supervisor and provides first line supervisory oversight for a unit of analysts, developers, and QA professionals responsible for delivering, operating, and maintaining assigned departmental software products and automated solutions. The role translates product roadmaps and release plans into actionable team plans, manages daily workload and release activities, ensures adherence to SDLC and quality standards, addresses technical debt at the team level, and advances team adoption of maturing technical practices (CI/CD, automated testing, observability). The position emphasizes excellent customer service to program stakeholders, timely resolution of incidents, and building team capability through coaching, cross training, and succession planning. The Enterprise Tax Unit Supervisor will supervise IT professional staff, including but not limited to Systems Analysts, Software Developers/Engineers/Leads/Subject Matter Experts, QA/Testers. Indirectly, coordinates with IT professionals including vendors or other departmental teams through matrixed supervision. As a member of the divisional leadership team, provides technical direction to ensure satisfactory completion of work, incident management, and/or project management duties. The position provides services which encompass the IT domain of Software Engineering.

Essential Functions

Percentage	Description

50%	<p>Team leadership, delivery execution, staff development, and operational management</p> <p>Supervise and coordinate the work of systems analysts, software developers, QA/testers, and release engineers to implement product backlog items and delivery goals defined by the IT Product Manager. Assign tasks, set priorities, monitor progress, and manage team capacity to meet release milestones and operational commitments. Plan and execute regular 1:1 meetings with direct reports, hold recurring team meetings including retrospectives, and run periodic technical reviews to provide coaching, feedback, and career development guidance. Create and maintain individual development plans (IDPs), identify skill and knowledge growth opportunities, schedule training, and allocate time for knowledge building and cross-training to expand system knowledge and technical skills aligned with application and departmental goals. Implement structured knowledge management practices: maintain operational deliverables (e.g., runbooks, procedures, etc.), architecture and solution operations documentation, onboarding checklists, shared knowledge repositories, and pair-programming or shadowing opportunities to broaden team capability and ensure continuity. Recruit, onboard, mentor, train, coach, and evaluate staff; conduct performance discussions and evaluations and recommend personnel actions consistent with State and FTB policy. Ensure high-quality deliverables through code and test standards, peer reviews, automated testing practices, and adherence to SDLC and secure development practices. Identify and remediate technical debt within the unit; implement maintenance windows, coordinate patching schedules, and preventive actions to preserve system reliability, security, and performance while maintaining service level agreements and customer availability. Ensure solution design and estimates are reasonable and cost effective while meeting stakeholder requirements and applicable mandates. Support adoption of continuous technical improvement initiatives in support of TSD leadership and IT Product Manager direction to ensure solution maturation, stability, and scalability; propose tooling or process improvements to increase throughput and reduce risk. Provides input on procurement and budget needs to support assigned applications including compliance, upgrades, and improved cost effectivity.</p>
20%	<p>Plan release activities for assigned systems, including deployment plans, pre/post release checks in coordination, identify and update rollback procedures in collaboration with assigned release and deployment managers. Provide timely status updates to the IT Product Manager, other designated technical leadership, and stakeholders regarding team progress, impediments, release readiness, and resource or skill gaps. Act as the team's primary point of contact for program areas and internal customers; set expectations, respond to inquiries, and ensure high standards of customer service and stakeholder alignment.</p>
15%	<p>Participate in and lead first-line incident response for unit systems; perform troubleshooting, coordinate fixes, and implement mitigation steps to restore service quickly. Ensure incidents involving sensitive or taxpayer data are handled per State and departmental security policies and reported to Information Security or other designated authorities as required. Facilitate post-incident reviews, document findings, and implement corrective actions to reduce recurrence and</p>

	improve operational and security posture. Enforce secure SDLC controls at the team level: static/dynamic code analysis, dependency vulnerability scanning, secrets management, least-privilege access, encryption of data at rest and in transit, and secure configuration baselines. Ensure system designs and changes meet legal, regulatory, departmental, and oversight requirements. Ensure system changes follow designated release and deployment processes to ensure system stability, reliability, and security.
10%	Collect and report team delivery and quality metrics (e.g., cycle time, defect rates, deployment frequency, mean time to restore, backlog health, training/completion metrics) to inform the product manager and drive continuous improvement across the team. Track and report team training progress, knowledge transfer milestones, and succession readiness as part of workforce planning. Recommend process changes, automation opportunities, and small-scale pilots to improve team efficiency, security posture, and alignment with enterprise standards and oversight guidance. Contribute to costing assessments for technical options and support section budget and training planning as requested.

Marginal Functions

Percentage	Description
5%	Participate in and support department and divisional initiatives, working groups, and cross-functional teams that further organizational objectives. Serve on special projects or task forces as assigned and represent the Bureau in interdepartmental efforts. Provide leadership backup and assist other managers or leaders as needed to ensure continuity of operations and successful delivery of critical work.

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.

Name (Print)

Signature

Date