



# Office of Tax Appeals

## DUTY STATEMENT

CURRENT  
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS Monday – Friday/8:00AM – 5:00PM			EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Information Technology Manager I			WORKING TITLE Chief Information Officer	
DIVISION/OFFICE/UNIT Administration Division/Information Technology Unit			SPECIFIC LOCATION ASSIGNED TO 400 R Street, Sacramento, CA 95811	
CBID M01	DESIGNATED COI <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATION PERIOD 12 MONTHS	WORK WEEK GROUP E	CERTIFICATES REQUIRED None
FINGERPRINTS REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		BILINGUAL POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	SUPERVISION EXERCISED Yes	
INCUMBENT VACANT			POSITION NUMBER (Agency-Unit Class Serial) 292-200-1405-002	
<i>The mission of the Office of Tax Appeals is to provide a fair, objective and timely process for appeals from California taxpayers.</i>				
<p><b>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b></p> <p>Under the general direction of the Deputy Director, Administration (CEA B), the Information Technology Manager I serves as the Chief Information Officer (CIO) and is responsible for the overall management of the information technology resources for the Office of Tax Appeals (OTA). The CIO directs the planning, organization, and implementation of enterprise IT services and systems, in support of OTA's business operations to improve cost effectiveness, service quality, and business development. The incumbent is responsible for supervising all levels of IT staff in a combination of domains.</p> <p><b>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</b></p>				
PERCENTAGE OF TIME SPENT		DUTIES		
30%		<p><b>Essential Job Functions:</b></p> <p>Supervises, plans, organizes, and directs the work of the IT unit, including personnel in business technology management, client services, information security engineering project management, software engineering, and system engineering domain areas. Ensures OTA's end-users receive excellent customer service, and all technology systems are accessible during normal business hours and are operational 24/7.</p>		
25%		<p>Promotes equal employment opportunities and staff development. Approves invoices, monthly attendance, travel advances and claims, and leave requests. Assess staff performance, ensuring timely constructive feedback is provided and evaluations are conducted.</p>		
20%		<p>Formulates and makes policy recommendations to the Administration Deputy Director, regarding the use and security of IT resources at the OTA. Identifies innovative technology-based opportunities, undertakes statewide level technology projects and reporting, and anticipates the needs of, and impacts on OTA's overall mission. Monitors and maintains the agency-wide disaster recovery and business continuity plans.</p>		

20%	<p>Working through the Information Security Officer, monitors technology systems and infrastructure for suspicious activity, security assessments and audits, and architecture design reviews. Meets with OTA management and staff to define business and system requirements for all new technology implementations.</p>
5%	<p>Works with the Administration Deputy Director on its IT operating expenses to ensure proper planning and resource allocations are aligned with goals and priorities. Partners with OTA's Business Services Unit on IT procurement plans, documentation, statement of work, and contracts to support IT acquisitions and telecom goods and services. Evaluates current hardware and software asset management practices.</p> <p><b>Marginal Job Functions:</b> Performs the most difficult and/or sensitive IT work assignments and other duties as required.</p>

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

**Work Environment:**

This workstation is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to support remote locations, attend meetings or training classes.

This is a hybrid position where the incumbent must report to the office two days or more per week as required by the office and/or work demands.

**Physical Abilities:**

The incumbent may be reasonably expected to exert up to 40 pounds of force occasionally and/or a negligible amount of force frequently and constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

**Additional Requirements/Expectations:**

- Pursuant to California Code of Regulations, Title 2, section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.
- Must promote equal opportunity for hiring and employee development and promotion and promote a work environment which is free of discrimination and harassment.
- Knowledge of personnel management, supervision and training; the organization's mission; and a willingness to learn and implement the organization's policies, principles and practices; provide leadership techniques; and coordinate with program staff and resources to effectively achieve business technology needs.

- Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.
- This position may require statewide travel via airplane and automobile up to 10% of the time.

***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

HRO Approval Date:

C&amp;P Analyst Initials: