Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
2324-00012	

Classification Title	Position Number
Information Technology Specialist I	564-292-1402-XXX

Working Title	Bureau and Section
Process Automation Lead Developer	Operations Management Bureau
	Systems Engineering & Access Management 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 direction of the Information Technology Manager I and the technical direction of the Unit Lead, of the Process Automation and Configuration Tools Unit, the Information Technology Specialist I will perform under direction a wide variety of tasks requiring regular innovative problem-solving, planning, developing, and implementing technological solutions that support essential services critical to the missions of the organization on continuous basis. As the Process Automation (PA) Lead Developer, you will define requirements for new projects, design/develop software code, unit test all functions and create project documentation. In addition you will work with other programming staff in the development of n-tier web based applications. The Information Technology Specialist I provides services which encompasses the *Software Engineering* domain.

Essential Functions

Percentage	Description
35%	Provide Process Automation (PA) design and development: • Function as a Process Automation (PA) developer, to design functionality for new projects, developing the code, performing unit/system level testing, and creating project documentation. Work closely with the PA architects, leads, and customers to ensure requirements have been satisfied and the processes are meeting their needs. • Function as an n-Tier application developer by working with existing staff to create complex n-tier, data-driven, applications. This will include performing data design and creating database objects in SQL Server and cloud datastores like Microsoft Dataverse. Ensure application development is performed using FTB enterprise, information security and group standard technologies, such as .NET, Power Platform, etc. • Assist PA Achitects in defining software architecture and development standards for unit projects. Conduct periodic code reviews to ensure software development is in accordance with group standards.
35%	Perform system administration: • Work within IT Service Management (ITSM) and Application Lifecycle Management (ALM) application architectures. Perform system patching and upgrades, monitor & implement new ITSM and ALM application features. • Participate in Change Advisory Board (CAB) meetings to control changes to the ITSM and ALM systems as needed.

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	• Build ITSM and ALM reporting. Follow the web-based reporting standards. Work with the PA Architect to monitor new capabilities available in the reporting platforms used in the group and evaluate the functionality. • Perform user access maintenance. Create and modify appropriate access for users and groups to ITSM and ALM applicataions as requested. • Consider automation of system admistration and raise automation options to PA Architect or manager for possible implementation.
25%	Perform duties to fulfill Operations Management Bureau (OMB) mission, goals, and objectives, including: • Understand, participate, and adhere to FTB's polices for Software Development Life Cycle (SDLC) and Information Technology Infrastructure Library (ITIL) based service management processes to ensure best practices are followed • Analyze, develop, and implement standardized operational processes or automation of services to achieve continual service improvement for the enterprise. This includes documenting new or modified processes using established bureau knowledge management tools • Leverage technical documentation to lead or participate in the research of new technology products in order to resolve ongoing problems, modernize technology, or introduce new services to our program. In addition, you appropriately share this information using OMB's established knowledge management tools, during team meetings, and while conducting on the job training with other staff members • Take part in job related training, both formal and informal, to remain current in supported technologies and unit workloads and share this knowledge with others within the unit • Participate in team and section meetings, and bureau forums to remain informed on emerging organizational plans or initiatives • Provide clear written and verbal communication of service outages, projects, and operational issues using OMB's established communication tools and processes

Marginal Functions

Percentage	Description
5%	• Perform other administrative and technical functions as required to support the enterprise • Represent the Section on various committees and teams to achieve completion of enterprise initiatives and goals

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.

Duty Statement

Robinson, Wayne@FTB

Name (Print)	Signature	Date