



DUTY STATEMENT

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist II	Position Number 564-273-1414-xxx
Working Title z/OS System Engineering Specialist	Bureau and Section Infrastructure Services Bureau Mainframe Engineering 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 Technology Manager I of the Mainframe Engineering Section, the incumbent acts as the recognized technical specialist and lead on the most complex mainframe system software/hardware assignments and also acts a backup to most complex mainframe systems software/hardware assignments. Major duties will include performing the most complex installation, maintenance of software/hardware products in support of Franchise Tax Board operational needs. The incumbent will also act as a lead on the Mainframe Engineering team and will inform management of project status' and communicate with each other on activities, problems, plans, changes while following the department's Information Technology Infrastructure Library (ITIL) procedures and guidelines.

The incumbent may be assigned as a team lead to participate in a variety of working environments and projects of varying sizes; including co-location with the project team on large systems development projects. The incumbent works with staff at all levels and technical abilities from within the Technical Services Division and the business customers to provide technical guidance and project support with a focus on excellent customer service. All duties are performed within the framework of the department and the Infrastructure Services Bureau's mission and values.

Essential Functions

Percentage	Description

30%	Performs installation, maintenance, support, testing, and backup recovery of the most complex mainframe system software/hardware products including operating system upgrades and other product release upgrades. In addition, on rotational basis the incumbent will be responsible for leading on call support, research processes and develop work area tools, evaluate products to determine if they will support and enhance the department's business technical functions. Provides day-to-day changes to system files, analyzing system problems, reviewing and getting approval for change requests, coordinating the IPL (Initial Program Load), generating the IPL schedule, and attending IT Change Management meetings.
20%	Coordinates the work of others and/or provides training and guidance as project lead and/or subject matter expert. Manages multiple and the most complex assignments, projects, and ongoing activities. Mentors staff to ensure that they understand departmental standards. Review applications, system architecture, system performance and capacity to make recommendations regarding technical and operational feasibility. Plans and coordinates presentations as required.
15%	Responsible for diagnosing and resolving the most complex technical problems, applying fixes, and testing changes related to mainframe software/hardware products.
10%	Responsible for completing assigned customer service request and incident/problems tickets. Provides technical guidance to application developers, analysts, Data Guidance and business users on the use of software products.
10%	Responsible for developing work plans, acting as a project lead, meeting scheduled time lines, and participating in meetings as required. The incumbent must also track changes to system hardware/software to maintain current configuration and documentation. Furthermore, the incumbent is responsible for reporting the status of systems, projects, maintenance tasks, change control items, or problem resolutions to their immediate supervisor.
10%	Develops, updates and amends technical procedure documents (e.g. system software installs and operational procedures), keeps accurate logs of modifications and maintenance activities. Stays abreast of the "State of the Art" in Information Systems by working with vendors, reviewing product announcements and attending job required training. Develops benchmark programs and test data for the evaluation of hardware and software on mainframe systems. Provides excellent customer service.

Marginal Functions

Percentage	Description
5%	Under the direction of the unit Manager, the incumbent performs other duties as required.

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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