



DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2526-00112	Effective Date
Classification Title Staff Operations Specialist, FTB	Position Number 564-189-5335-020
Working Title Enterprise Training Curriculum Developer	Bureau and Section Organizational Development and Talent Management Bureau Enterprise Talent Development 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 Administrator II of the Enterprise Training Team, in the Enterprise Talent Development Section's Enterprise Procedures & Training Program, with the technical guidance and support of the Enterprise Training Leads, the incumbent serves as an Enterprise Training Curriculum Developer. The incumbent assists with the development and maintenance of Enterprise Tax System (ETS) training courses. This effort involves monitoring system changes, analyzing training impacts, integrating ETS training with division training and performing knowledge transfer activities. The incumbent will promote an environment and atmosphere of teamwork, collaboration, and cooperation consistent with the department's values among staff and managers across different divisions within the department.

Essential Functions

Percentage	Description
50%	Participate in EDR 2 Joint Application Design (JAD) sessions for the development and implementation of new functionality. Participate in EDR 2 Joint Training Design (JTD) sessions to assist with the development and maintenance of complex training materials for Enterprise EDR 2 Interactive Computer Based Training (iCBT) Courses. Incumbent will access and utilize training development standards and templates material development, work with JTD Subject Matter Experts (SMEs) to

	<p>communicate and gain approval of scripts and created work products, assist in creating iCBTs in Adobe Captivate, utilize other software like Vyond to develop and publish training content, maintain guides and other training materials, such as, Quick Reference Guides (QRG) and Job Aides, capture and redact screenshots for training materials and perform quality review of materials; serve as a liaison to other program areas within Franchise Tax Board (FTB) to provide consultative services; analyze and advise management regarding recommendations to enhance and reengineer program training to integrate enterprise materials, policies and procedures. Work closely with project and vendor staff to ensure consistency of existing and new products, validate materials meet FTB standards, and assist with the timely implementation and delivery of release training materials to the enterprise. Represent Enterprise Training Team in EDR 2 related project meetings, act as training SME, and prepare knowledge updates for future transition of tasks from vendor to FTB through project life cycle. Provide regular updates to leads and supervisor/manager of status and next steps.</p>
20%	<p>Monitor system changes and analyze impacts to training materials, tools and environment. Participate on the Defect and Development Change Request (DCR) teams and provide input on defect or design change priorities. Assist in the facilitation of a variety of group analysis meetings to evaluate the release impacts to end users for Change Management (CM), Enterprise Procedures & Training (EPT) implementation efforts. Access and review system design documentation for training materials maintenance and development. Conduct system analysis to establish business processes and business process flows to meet business needs. Provide EPT team knowledge transfer training to new team members.</p>
15%	<p>Assess training data needs, condition account data, configure system users, validate data in the environment and publish necessary tools needed to support training delivery.</p>
10%	<p>Participate in Joint Application Design (JAD) and Joint Training Design (JTD) sessions to present proposed training materials. Deliver training materials during dry runs to enterprise SMEs for functionality and understandability testing. Incorporate necessary revisions into training materials. Deliver training during delivery sessions, as needed, and support Enterprise Trainers with EDR2 training delivery.</p>

Marginal Functions

Percentage	Description
5%	<p>Assist management and departmental training staff with special projects related to enterprise training, including preparing reports; taking notes at meetings; preparing agendas; scheduling meetings and performing other related duties. Keeps supervisor informed of progress and necessary actions to maintain workload responsibilities.</p>

