

California Department of Tax and Fee Administration

DUTY STATEMENT

CURRENT
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION	PRIMARY DOMAIN	WORKING TITLE	
Information Technology Specialist II	System Engineering	CROS GenTax Application Administrator Lead	
DIVISION/OFFICE/UNIT		SPECIFIC LOCATION ASSIGNED TO	
TSD/CROS/Technical Management Unit – 1/Production		Sacramento, CA - Headquarters	
SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Rank and File	01	E	None
FINGERPRINTS/ BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Act as lead	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial)	

The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Information Technology Manager I, of the Centralized Revenue Opportunity System (CROS) production support team, the Information Technology Specialist II (ITS II) works as an independent technical specialist lead on the management and support of GenTax application environments. The incumbent participates in all stages of the GenTax application, file, and web server administration and configuration in support of CROS. The ITS II provides the highest level of expertise in creating and managing environment sets and optimizing environment refresh schedules. The ITS II, using the Federal Tax Information (FTI) compliance requirements and security controls and standards, leads the updating of the GenTax application environment for scheduled service and sync packs. The ITS II acts as a team lead for the CROS functional areas, mentors team members, and advises management as needed.

As the CROS GenTax Application Administrator Lead, the ITS II will act as a lead and coordinate with other CDTFA lead support team members and lead contractors supporting operations, maintenance, and upgrades. The ITS II will assist in formulating IT strategy and planning for application and web server environment impacts for legislative changes, system enhancements, and solution requests. The ITS II focuses on assuring availability and optimizing efficiency and usability. ITS II leads the day-to-day tasks of keeping the CROS application environments and system processes properly administered. The ITS II supports the functionality of the GenTax application and its associated components and provides continuous application environment support for all GenTax application Production and non-Production environments. The ITS II coordinates with others to ensure CROS infrastructure consisting of network infrastructure, Public Cloud infrastructure, operating systems, database management systems, clustering, load-balancing, monitoring, and other supporting software required to enable the GenTax application to execute and access its resources and perform its functions are up to date and properly configured.

Candidate must be able to perform the following essential job functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
70%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <ul style="list-style-type: none"> • Focuses on the day-to-day tasks of keeping the GenTax application, file, web, and databases up and running at a healthy and optimum level. • Verifies data is sufficiently backed up so that it can be recovered in the event of an issue or failure. • Ensures disaster recovery of the GenTax application and databases and supporting processes. • Coordinates and collaborates with FAST technical contractors on-site and in Denver on maintaining the CROS application environments, troubleshooting, upgrades, etc. • Works closely with security and compliance efforts to ensure data is appropriately secured and managed in compliance with government and industry regulations, including assistance with auditing and complying with IRS Publication 1075 best practices. • Provides support needed by state and federal IT auditors during audits and responds to issues found, documents mitigations to address issues, implements solutions, and provides updates on status. • Configures and monitors all GenTax-specific tools.

25%

- Coordinates, monitors, and reports on environment uptime and system performance.
 - Monitors and troubleshoots batch print jobs.
 - Analyzes and develops reports to provide updates on operations.
 - Works with developers on complex SQL questions, print jobs, etc. to optimize service levels.
 - Troubleshoot complex Business Object (BO) issues.
 - Coordinates, tests, and releases upgrades/patches for the GenTax application as part of application management.
 - Configures and implements Fast Code Repository (FCR) changes.
 - Works with developers and both the FAST and state architect on application issues and implementation.
 - Monitors, analyzes, troubleshoots, advises and supports the implementation of issues or changes in the infrastructure supporting the GenTax application, environments, processes and databases.
 - Ensures successful migration of all component/configuration changes between environments.
 - Ensures processes and procedures related to supporting GenTax applications and environments are identified, defined, implemented, monitored, and documented.
 - Responds to inquiries and issues that require extensive and detailed familiarity with the GenTax application and its environments, including incident and problem management and/or responding to a security incident.
 - Verifies and ensures that database actions performed through the application, such as running backups and restores, updating permissions with proper security posture, and high availability remains intact.
 - Coordinates and supports the infrastructure and network to ensure system components and functionality for Production and non-Production environments are available, including but not limited to AWS.
 - Monitor, manage, and oversee the distribution and performance of data storage and management.
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- Coordinates, monitors, and verifies the patching of firmware and other planned hardware and software maintenance performed by others.
 - Coordinates or leads the CDTFA technical team which may include contractors.
 - Advises and provides recommendations to IT architects and management on CROS-related application, infrastructure, and performance/availability issues, upgrades, etc.
 - Works collaboratively with multi-disciplined work groups.
 - Stay abreast of changes to the underlying technologies that support the CROS application.
 - Advise on software licenses and hardware procurement.

MARGINAL JOB FUNCTIONS

5%

- Maintain awareness about future changes in the industry that may impact CROS (i.e., Cloud hosting, GenTax product changes, etc.)
- Perform other job-related duties as required

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

- The workstation is located inside the CROS Production Support Unit, which is located on the eighth floor of an eight-story building, and is equipped with standard or ergonomic office equipment, as appropriate.
- Will be required to carry a mobile device and be available by phone and/or email.
- Required to respond and resolve outages after normal work hours, weekends, or holidays.
- Perform planned maintenance and changes in off hours to minimize downtime.

Physical Abilities:

- May require occasional movement, transportation, installation, removal or positioning of materials weighing up to 20 pounds

Additional Requirements/Expectations:

- Must maintain regular attendance as determined by the agency
- Work after hours occasionally to resolve issues, after hour changes and participate in meetings/decisions.
- May be required to travel up to 5% of the time to various offices and locations throughout the State and surrounding areas via private or public transportation including overnight lodging to provide client services, attend meetings, conferences, and training.

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

HRB Approval Date: 04/30/2026

C&P Analyst Initials: LLM