



## Duty Statement

<b>Request for Personnel Action (RPA) Number</b> 2526-02445	<b>Effective Date</b>
<b>Classification Title</b> Information Technology Specialist I	<b>Position Number</b> 564-290-1402-005
<b>Working Title</b> Technology Solutions Analyst Specialist	<b>Bureau and Section</b> Operations Management Bureau Data Processing Services 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 supervision of the **Information Technology Supervisor II** within the Technology Solutions Bureau (TSB), the Technology Solutions Specialist will function as an Analyst and Quality Assurance team member in the implementation of software applications to meet the organization's current and evolving business needs. The Technology Solutions Specialist performs a wide variety of tasks requiring regular innovative problem solving within the *Software Engineering* domain for multiple FTB applications and systems; and will use various software tools to gather and maintain system requirements, test the most complex system enhancements, proposed business solutions, and existing system defects. The incumbent will provide support to the System Development Life Cycle (SDLC) including system design, development, test, implementation, and post-implementation support as a Subject Matter Expert (SME). The incumbent is responsible for performing analytical studies and activities related to IT and performing validation testing of FTB systems and services. The incumbent promotes, establishes, and maintains relationships with representatives across the department. Work will be performed within FTB's Mission and Values framework and is geared toward fulfilling TSB's Business Plan goals while focusing on the needs of our business partners. In addition, you support TSB's business hours, and your work shift schedule may be subject to change based on TSB's business and operational needs, which occasionally includes off-hours and on call support.

The use of designated productivity tools to plan, schedule, and complete assigned work successfully is expected and includes but is not limited to: Microsoft Excel, Outlook, PowerPoint, Project, SharePoint, Teams, Azure Dev Ops, Visio, and Word.

### Essential Functions

Percentage	Description
50%	Work independently to perform and lead complex analytical tasks to support the development and implementation of enterprise-level IT solutions. Collaborate with business partners and stakeholders to identify current and future business needs, ensuring alignment with organizational goals. Facilitate Joint Application Development (JAD) sessions and requirements validation meetings to gather, analyze, and document business and system requirements. Represent the bureau on cross-functional teams and special initiatives that have divisional, departmental, or statewide impact, contributing to the design of innovative, customer-focused solutions. Develop and execute the most complex and detailed test plans, test conditions, and test data based on business and technical requirements. Work closely with testing teams and developers to identify, document, and resolve complex application defects and production issues. Responsibilities include recreating complex incidents in test environments, conducting post-implementation testing, and validating system readiness for production deployment. The incumbent will maintain system documentation and technical specifications to ensure accuracy, traceability, and compliance with enterprise standards.



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Percentage	Description
35%	Manage multiple assignments by defining scope, setting priorities, and ensuring timely completion of deliverables. Track progress using work plans and project tracking tools and provide regular updates to project teams and leadership. Collaborate with cross functional teams to evaluate, support, and enhance learning by conducting user experience (UX) reviews, gathering user feedback, and recommending design improvements that align with usability best practice. Supporting enterprise applications by managing business rules, performing data analysis, and fulfilling AdHoc data requests in accordance with FTB's security and disclosure policies. Access and navigate various system environments to support development, testing, and troubleshooting activities, and will collaborate with IT and business partners to implement system enhancements and resolve technical issues as a Subject Matter Expert (SME). Mentors and trains technical staff to ensure technical solutions and deliverables are of the highest quality.
10%	Support knowledge-sharing and training efforts within the unit, including cross-training peers and participating in departmental training initiatives. Remain current with emerging technologies and evolving business practices by attending relevant meetings and training sessions. Facilitate the development of business requirements and provide general support for unit operations. Their proactive and collaborative approach will contribute to continuous improvement and the successful delivery of IT services.

## Marginal Functions

Percentage	Description
5%	Work on teams and special projects assigned. Attend meetings as requested. Provide general support for the unit's activities as needed. Attend training classes. Assist in cross-training peers. Other duties as assigned.

## 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.

Luttrell, Jessica@FTB

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date