



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist III	Position Number 564-213-1415-xxx
Working Title Principal Solutions Architect, Enterprise Applications & Services	Bureau and Section Chief Technologist Office

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 administrative direction of an IT Manager II, the Information Technology Specialist III (ITS III) serves as the Principal Solution Architect (PSA) for a targeted, complex, enterprise-class system that is foundational to the department's mission and statewide service delivery. This system is characterized by its high availability, scalability, integration complexity, and criticality to business operations. A PSA is responsible for designing comprehensive, end-to-end technology solutions that address specific business needs while aligning with enterprise architecture standards and strategic objectives. Positioned between business stakeholders and technical teams, the SA translates business requirements into architectural blueprints that guide the development and integration of systems, applications, and services. The PSA evaluates solution options, assesses trade-offs, and ensures that proposed architectures are feasible, scalable, secure, and cost-effective. They collaborate closely with Enterprise Architects to ensure alignment with department IT strategy, and with Technical Architects and engineers to ensure successful implementation. Their work spans multiple domains - business, application, data, and infrastructure - and often includes oversight of solution delivery to ensure architectural integrity throughout the project lifecycle. Solution Architects play a critical role in bridging strategy and execution, ensuring that information technology investments deliver measurable business value.

As the Principal Solution Architect, the ITS III provides strategic and hands-on leadership to both functional and system architects, ensuring that the system's design, implementation, and evolution align with enterprise architecture standards, security frameworks, and long-term business objectives. The incumbent is responsible for the end-to-end architectural integrity of the system, including the development of functional and technical architecture diagrams, interface contracts, and modernization roadmaps.

This role requires a deep and expert-level understanding of application functional architecture, including modeling of business capabilities and workflows; application system architecture, including infrastructure, integration, and security design; hands-on technical leadership, including direct engagement in resolving the most complex technical issues ("fighting fires"); mentoring and guiding ITS II architects, fostering architectural maturity, knowledge transfer, and succession planning.

The ITS III leads multidisciplinary teams, collaborates with business and technical stakeholders, and advises executive leadership on architectural direction, risk mitigation, and innovation opportunities. The incumbent plays a critical role in ensuring the system's scalability, resiliency, and compliance with enterprise and legislative requirements. This position spans the Software Engineering, System Engineering, and Business Technology Management domains.

Essential Functions

Percentage	Description
40%	Enterprise Solution Architecture Leadership, Continuous Improvement, and Strategic Engagement Design end-to-end technology solutions that meet business requirements while aligning with enterprise architecture standards and strategic objectives.



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	<p>Develop and maintain architectural artifacts such as system context diagrams, integration models, and deployment views using modeling tools and standard design languages (e.g., UML, ArchiMate, C4). Evaluate and recommend technology platforms, frameworks, and tools based on scalability, security, maintainability, and cost-effectiveness.</p> <p>Lead the development of current and future state roadmaps for the enterprise-class system. Ensure architectural consistency and integrity across systems by guiding development teams and reviewing technical designs and implementations.</p> <p>Collaborate with Enterprise Architects to ensure alignment with long-term IT strategy and capability models.</p> <p>Contribute to the continuous improvement of architecture practices by capturing lessons learned and updating reference architectures.</p> <p>Participate in strategic planning, innovation initiatives, and cross-domain collaboration.</p>
25%	<p>IT Ownership & Operational Leadership</p> <p>Serve as the escalation point to IT Service Owner and IT Application Owner for the enterprise-class system, accountable for service health, SLA and SLO compliance, and lifecycle management. Lead service roadmap development and readiness planning for major releases or legislative changes. Maintain authoritative documentation: architecture decisions, recovery procedures, and integration contracts.</p> <p>Lead and coordinate technical incident response (MIRTs), including containment and cross-team communication.</p> <p>Collaborate with DevSecOps and SRE teams to embed observability, automation, and reliability into service delivery.</p>
20%	<p>Operational Resiliency, Performance, and Recovery Planning</p> <p>Apply SRE principles to improve system scalability and reduce operational risk. Lead business continuity and disaster recovery planning and testing. Define and monitor system performance baselines, SLAs, SLOs, and error budgets. Support capacity planning and performance optimization across integrated systems. Develop and validate recovery procedures and runbooks.</p>
10%	<p>Governance, Compliance, and Mentorship</p> <p>Participate in architecture review boards and design reviews to present and defend solution designs. Ensure compliance with licensing, security, and enterprise architecture standards. Provide architectural input for legislative proposals and cost modeling.</p> <p>Mentor and guide ITS II architects and technical staff to promote architectural best practices and succession planning.</p>

Marginal Functions

Percentage	Description
5%	<p>Participates in succession planning to strengthen architect capacity within the department. Performs other related duties as required in support of the department's mission and strategic goals.</p>

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.



Duty Statement

Employee: I confirm that I have read and understand the described duties and functions of this position.

VACANT

Name (Print)	Signature	Date
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Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Hallford, Jason@FTB

Name (Print)	Signature	Date
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