



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist I	Position Number
Working Title Server Administrator	Bureau and Section Infrastructure Services Bureau Server 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 direction of the Information Technology Manager I, the Server Administrator provides support for network systems and server hardware and software support activities, including server configurations, installations, maintenance, and troubleshooting, assigning workload with the team, as well as being a resource for technology projects. Duties extend to providing support for the planning, acquisition, and research and evaluation of new technologies for use within the current and/or future operational programs. The role also contributes at a journey engineering level to managing both on-premises and cloud-based systems as part of the department's infrastructure, ensuring continuity across physical, virtual, and cloud platforms. Duties include leading technical teams as directed by management. Develops management reports related to performance and workload statistics. All duties are performed within the framework of the department's mission and values. The primary domain for this position is *System Engineering*.

Essential Functions

Percentage	Description
50%	Performs support and maintenance on complex server hardware and software; maintains network documentation; and participates as a team member on complex network and server technical design and capacity planning activities. Serves as project leader, creates project plans, helps architect and develop system designs, and provides support services for the implementation of servers, services, and applications. This role also supports cloud technologies and helps maintain cloud resources. Makes recommendations and implements changes that will improve the performance of complex network operating systems and client/server application software in the FTB network environment. Oversees and performs day-to-day planning related to the operations of the network server support unit. Provides hands-on assistance on complex problems and issues reported to the help desk and related to network support functions.
40%	Acts as a technical resource for the Server Management Section and helps with solving complex problems or efforts requiring high levels of coordination. Leads or assists in the development of network server policy and standards. Researches new technology, performs product testing and evaluations, and provides analysis for the introduction of new technology. Maintains knowledge and awareness of electronic information processing products and relevant support issues. Acts as team leader and servers as a technical specialist monitoring the workload, coaching and mentoring staff; and providing status reports to management. Ensures alignment between on-premises and cloud operations.

Marginal Functions

Percentage	Description
5%	Actively participates on departmental and division-based management teams as required, and represents the department in interactions with other state agencies and various representatives of the



STATE OF CALIFORNIA
Franchise Tax Board

Duty Statement

Percentage	Description
	vendor community on industry standards and trends. Liaisons with other branch personnel and vendors in the area of network support, equipment acquisition and product evaluation with respect to electronic information processing. Participates in on-call rotations and provides day-to-day technical support as needed.
5%	Interacts with all levels of department personnel regarding existing and emerging technology. Evaluates and makes recommendations on the use of new technology in branch operations (consistent with division/department long-range plans).

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.

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



DUTY STATEMENT

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Associate	Position Number 564-271-1401-XXX
Working Title Server Administrator	Bureau and Section Infrastructure Services Bureau Server 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 supervision of the IT Manager I, the Server Administrator provides a variety of recurring, well-defined tasks requiring occasional innovative problem-solving to support for server administration, network systems and server hardware and software support activities, installations, maintenance, and troubleshooting, as well as being a resource for technology projects. This is in support of systems and servers necessary to operate FTB's computerized systems. Duties extend to providing support for the planning, acquisition, and research and evaluation of new technologies for use within the current and/or future operational programs. Develop management reports related to performance. All duties are performed within the framework of the department's mission and values. The position provides services which encompass the IT domain of System Engineering.

The Server Administrator may be assigned as a project member 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 associate works with staff of all levels and technical abilities from within the Technical Services Division and the business customers to provide technical skills 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. The Server Administrator must be flexible and able to adapt to changing priorities and able to adjust work schedule to meet operational needs, with occasionally includes off-hours and on call support.

Essential Functions

Percentage	Description
50%	With the instructions/guidance from the veteran specialist in the team, network server, the Server Administrator performs support and maintenance on server hardware and software; maintains network server documentation; and participates as a team member on network and server technical design and capacity planning activities. Assists the project leaders to create project plans, assist architect and develop system designs, and provides support services for the implementation of servers, services, and applications. Suggest changes that will improve the performance of server administration, network operating systems and client/server application software in the FTB network environment. Assists the specialist with day-to-day planning related to the operations of the Unix/Linux environments and network servers. Provides hands on assistance on problems and issues reported to the help desk and related to the network server support functions. These duties listed above are in association with maintaining services and operations of FTB computerized systems.
40%	Works closely with the veteran specialist to provide resource for the Server Management Section and helps with solving problems or in efforts requiring coordination. Assists in the development of network server policy and standards. Performs product testing and evaluations, and provides analysis for the introduction of new technology in ways to support FTB IT operational excellence. Maintain knowledge and awareness of electronic information processing products and relevant support issues.

Marginal Functions

Percentage	Description
10%	Actively participates on departmental and division-based management teams as required. Liaison with other branch personnel and vendors in the area of network support, equipment acquisition and product evaluation with respect to electronic information processing. Provides day-to-day on all other technical support within the section as needed. Interacts with all levels of department personnel regarding existing and emerging technology.

Employee:

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

Name (Print)

Signature

Date

Supervisor: