



Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist II	Position Number 564-271-1414-xxx
Working Title Server Administrator	Bureau and Section Infrastructure Services Bureau Server Management Section

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order 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 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 senior 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%	Acts as a senior level technical resource for the Server Management Section and helps with solving the complex problems or efforts requiring high levels of coordination. Leads in the development of network server policy and standards. Researches new technology, individual issues and product evaluation to acquire and maintain knowledge of relevant support issues. This role also contributes to the evaluation and implementation of cloud technologies. Leads and participates on project management teams as required and represents the project to external entities in the development and maintenance of operational guidelines and standard equipment configurations. Provides day-to-day technical support as needed.
25%	Acts as a senior level technical resource in the architecture and implementation of physical and virtual servers, networking, and cloud infrastructure.
10%	Maintains an awareness of electronic information processing products, methods techniques and other related developments. Interacts with all levels of department personnel regarding existing and emerging technology. Evaluates and makes recommendations on the use of new technology in department operations (consistent with division/department long-range plans). Follows Department Policy and General Procedures.
10%	Liaisons with other Division personnel and vendors in the area of application development, equipment acquisition and product evaluation with respect to electronic information processing. Represents the Section on various committees and teams relating to technology issues.



STATE OF CALIFORNIA
Franchise Tax Board

Duty Statement

Marginal Functions

Percentage	Description
5%	Actively participates as a team leader on departmental and division-based management teams and represents the department in interactions with various representatives of the vendor community on industry standards and trends. Coordinates and consults with system hardware and software vendors.

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