



DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00037	Effective Date 10/01/2026
Classification Title Information Technology Specialist II	Position Number 564-292-1414-008
Working Title Technical Software & Hardware Expert and Support Specialist	Bureau and Section Operations Management Bureau Systems 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 direction of the IT Manager I of the Systems Engineering (SE) unit, part of Systems Engineering and Access Management (SEAM) Section, the incumbent serves as the recognized subject matter expert on complex system configurations and as the technical software & hardware expert to facilitate resolution of complex technical system configuration issues. The complex technical issues include those of various hardware architectures and configurations, software configuration, server and network connectivity, and advanced automation techniques necessary to maintain the growing complexities of FTB business needs. The Technical Software & Hardware Expert and Support Specialist, must have a comprehensive knowledge of workstation hardware configurations, latest Windows operating systems, software deployment methods, and possess advanced programming skills. The incumbent advises and makes recommendations to management, and is responsible for independent successful identification and resolution of issues consistent with the departmental requirements. The incumbent is expected to work as a top-level technical expert in representing personal computing platforms for enterprise technology projects, which includes working independently on most complex technical project issues, overseeing project implementations, mitigate technical issues, and providing technical assistance to other team members and users of all computer related equipment as needed. All duties are performed within the framework of the Department's mission and values, and in accordance with the Department's Policies and General Procedures. This position provides services that encompass the IT Domain of System Engineering.

Essential Functions

Percentage	Description
40%	Provides the highest master level function within the SE unit of the SEAM Section of Operations Management Bureau (OMB). This unit is primarily responsible for creating workstation configurations for Windows operating systems, commercial off-the-shelf (COTS) and in-house software configurations for over 7,000 personal computers utilized throughout the Franchise Tax Board. Performs as a technical personal computing platform infrastructure designer, as well as serves as the technical expert for day-to-day activities of the SE unit; researches & develops stable and up-to-date solutions for complex technical issues or problems; develops advanced techniques for automated system deployments; and develops software deployment and maintenance strategies for all enterprise systems.
40%	At the master level, recognized as the technical specialist on complex deployment and maintenance issues for all the enterprise systems. Responsible for ongoing research, development, and implementation of comprehensive enterprise deployment strategies for the most complex technical workstation operating systems and software applications. Researches industry best practices, works closely with other FTB IT, security and business partners, as well as other state agencies and departments, and develops risk mitigating implementation plans to protect the business of FTB from unnecessary IT downtime. Maintains an extensive knowledge and up-to-date perspective on evolving industry trends, practices, and standards and takes action accordingly, and maintains an understanding of multiple computing environments. Provides full documentation of your plans and designs which should conform to the ITIL model of standard and repeatable processes.
15%	Provides support to OMB staff, which includes the resolution of complex system related customer support issues. Conducts research, and experiment with a variety of technologies and methods to efficiently centralize IT support functions and reduce cost.

Marginal Functions

Percentage	Description
5%	Performs other administrative and technical functions as required to support the enterprise. Identifies problems or issues that impact the progress of work projects or assignments and assess alternatives for resolution and formulate action plans.

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