

California Department of Tax and Fee Administration DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Information Technology Associate	PRIMARY DOMAIN Business Technology Management	WORKING TITLE Telecom and IT Procurement Analyst	
DIVISION/OFFICE/UNIT TSD/Technology Resource Management Unit (TRMU)		SPECIFIC LOCATION ASSIGNED TO	
SEERA DESIGNATION Rank and File	BARGAINING UNIT 01	WORK WEEK GROUP 2	CERTIFICATES REQUIRED None
FINGERPRINTS/ BACKGROUND CHECK REQUIRED ☐ Yes ☒ No	BILINGUAL POSITION ☐ Yes ☒ No	SUPERVISION EXERCISED None	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial)	
<i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general supervision of the Information Technology Supervisor I, Technology Resource Management Unit, the Information Technology Associate (ITA) serves as a Telecom and IT Procurement Analyst. The Telecom and IT Procurement Analyst will support telecommunications services for the California Department of Tax and Fee Administration (CDTFA) Headquarters and field offices which includes telecommunication equipment procurement, service administration, billing analysis, and resolving invoice discrepancies. The ITA also provides backup support for CDTFA IT procurement activities and limited backup support for Technology Services Division budget activities. The incumbent is responsible for preparing thorough analyses, maintaining comprehensive records, coordinating with technical and administrative personnel, carriers, vendors, and control agencies, and offering informed recommendations related to telecommunications services, IT procurement, and budget activities. Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
40%	<u>ESSENTIAL JOB FUNCTIONS</u> Serves as the Telecommunications CalNET analyst responsible for supporting telecommunications services for California Department of Tax and Fee Administration (CDTFA) Headquarters (HQ) and field offices. Evaluates and performs technical analysis of telecommunications system services and needs and coordinates the procurement, modification, and disconnection of voice, data, circuits, network cabling, and other communication solutions. Tracks and monitors IT telecommunications services to maintain the integrity of IT accounting. Manages assigned telephone number listings, assignments, folders, and unit codes and maintains related telecommunications records and databases for consistency and accuracy.		
30%	Reviews Telecommunications Service Requests (Form 20) submitted for new, modified, or disconnected telecommunications services and coordinates with Telecommunications and Network Engineers, CalNET administrators, carriers, vendors, users, and TSD management to ensure requested service changes are completed. Ensure compliance with applicable CalNET policies and guidelines related to telecommunications and network procurement and service administration. Coordinates with technical staff on equipment installations and system modifications and maintains applicable departmental and State telephone directory listings. Serves as a liaison to CDTFA program representatives and management regarding telecommunications services and related service requests. Performs telecommunications rate plan analysis and collaborates with TSD Telecommunications and Network team members to validate service costs and analyze billing. Coordinates with the Accounting Branch to provide technical assistance and support for telecommunications and data billing. Works with carriers to acquire services and resolve billing discrepancies. Develops and maintains accountability records depicting service usage and assignments and identifies alternative solutions in a fast-paced, rapidly changing technological environment. Collaborates with carriers and vendors regarding telecommunications services and emerging technologies. Initiates, recommends, and completes telecommunications billing analyses for HQ and field offices and provides technical billing support for voice and data telecommunications systems.		

20%	Provides backup support in the development and processing of CDTFA enterprise IT procurement requisitions, including hardware, software, and IT goods and services. Reviews and analyzes proposed IT procurement requests and supporting documentation for completeness and conformance with applicable technical standards, departmental procedures, and State IT requirements. Collaborates with TSD technical staff in selecting, procuring, and tracking technology acquisitions, including software, servers, laptops, peripherals, and other infrastructure needs. Conducts research and makes recommendations regarding IT procurement requests and replacement of equipment that has reached end of life. Reviews applicable State IT policies and requirements, including the State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), California Department of Technology, Technology Letters (TL), and State Contracting Manual (SCM) Volume III, as applicable to IT procurements. Researches and prepares IT procurement requisition documents in accordance with CDTFA guidelines. Prepares electronic requisitions and prepares and/or reviews supporting business justifications to ensure the documented business need supports the requested IT procurement. Conducts research to respond to program and business-area questions and resolve issues related to IT procurement requests. Serves as a liaison with the Acquisitions Section, for clarification regarding IT procurement policies, processes, and State oversight, as needed. Maintains procurement records and tracking information and monitors assigned procurement requests through completion.
5%	Provides backup support for Technology Services Division budget activities related to IT resources. Assists with expenditure tracking, cost estimates, budget projections, reconciliation, TSD's Annual IT Cost report, and ad hoc budget reports as requested. Assists the TSD Budget Analyst with forecasting needs and monitoring costs associated with IT procurements and telecommunications services.
5%	<u>MARGINAL JOB FUNCTIONS</u> Performs other job-related duties as necessary. Attends meetings and training to maintain knowledge of departmental processes, State IT requirements, telecommunications services, procurement, and budget support activities.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):**Work Environment:**

- Position may be located in a high-rise building.

Physical Abilities:

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Additional Requirements/Expectations:

- Work long or irregular hours as required.

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE
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I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE
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HRB Approval Date: 09/17/2026

C&P Analyst Initials: LLM