

# California Department of Tax and Fee Administration

## DUTY STATEMENT

☐ CURRENT  
☐ PROPOSED

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| SCHEDULE TO BE WORKED/WORKING HOURS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | EFFECTIVE DATE                                                              |                                                       |
| CIVIL SERVICE CLASSIFICATION<br><b>Information Technology Specialist I</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | PRIMARY DOMAIN<br><b>System Engineering</b>                                 | WORKING TITLE<br><b>Cloud Infrastructure Engineer</b> |
| DIVISION/OFFICE/UNIT<br><b>TSD/EIB/Server Infrastructure Unit</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SPECIFIC LOCATION ASSIGNED TO<br><b>Sacramento, CA - Headquarters</b>       |                                                       |
| SEERA DESIGNATION<br><b>Rank and File</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | BARGAINING UNIT<br><b>01</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | WORK WEEK GROUP<br><b>E</b>                                                 | CERTIFICATES REQUIRED<br><b>None</b>                  |
| FINGERPRINTS/ BACKGROUND CHECK REQUIRED<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | BILINGUAL POSITION<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | SUPERVISION EXERCISED<br><b>None</b>                                        |                                                       |
| INCUMBENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | POSITION NUMBER (Agency-Unit-Class-Serial)<br><b>291 - 381 - 1402 - 026</b> |                                                       |
| <p><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></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             |                                                       |
| <p><b>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b></p> <p>Under direction of the Information Technology Manager I, the Information Technology Specialist I (ITS I) performs a wide range of technical, analytical, and support duties for the California Department of Tax and Fee Administration's (CDTFA) cloud platforms, server systems, datacenters, and related components. The incumbent is responsible for implementing, maintaining, monitoring, troubleshooting, and supporting server infrastructure in both cloud and on premises environments. Duties are performed independently and as part of a team to ensure reliable and secure operation of CDTFA's server infrastructure.</p> <p><b>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             |                                                       |
| <b>PERCENTAGE OF TIME SPENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>DUTIES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             |                                                       |
| 50%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b><u>ESSENTIAL JOB FUNCTIONS</u></b></p> <p><b>Server/Cloud Infrastructure &amp; Support</b></p> <ul style="list-style-type: none"> <li>• Install, configure, secure, modify, upgrade, maintain, and troubleshoot Microsoft Azure, AWS, and VMware-based server platforms.</li> <li>• Support Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) in the enterprise.</li> <li>• Review, install, configure, and implement server hardware and software releases.</li> <li>• Test and validate server changes, ensuring operational stability.</li> <li>• Ensure interoperability and compatibility across all systems within the server environment.</li> <li>• Support daily operations of server hardware, storage, virtualization, and cloud resources.</li> <li>• Perform daily system health checks, including CPU usage, storage capacity, logs, and other system indicators.</li> <li>• Document and maintain server infrastructure operational procedures.</li> <li>• Stay informed of new technologies and determine suitability for CDTFA environments.</li> </ul> |                                                                             |                                                       |
| 20%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>Server/Cloud Administration, Operations, and Technical Issue Resolution</b></p> <ul style="list-style-type: none"> <li>• Assist with server administration, system configuration, equipment installation, and patching activities.</li> <li>• Monitor license compliance, server/network security, and contribute to remediation activities.</li> <li>• Troubleshoot and resolve technical issues escalated within the server infrastructure workgroup.</li> <li>• Assist in coordination of maintenance activities and vendor support.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                       |
| 15%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>Technical Support to Business Areas</b></p> <ul style="list-style-type: none"> <li>• Provide technical expertise and support to CDTFA business areas regarding server infrastructure and cloud platforms.</li> <li>• Evaluate operational procedures for effectiveness and recommend enhancements.</li> <li>• Collaborate with IT management, business partners, and consultants to support infrastructure needs.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                             |                                                       |

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| POSITION NUMBER (Agency-Unit-Class-Serial)<br><b>291 - 381 - 1402 - 026</b>                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                        | Page 2 of 2               |
| 10%                                                                                                                                                                                                                                                                                 | <b>Documentation, Inventory, and Planning</b> <ul style="list-style-type: none"> <li>Update and maintain server infrastructure documentation, including diagrams, inventories, and configuration records.</li> <li>Assist in planning and preparing for equipment lifecycle management, spares, and replacement components.</li> </ul> |                           |
| 5%                                                                                                                                                                                                                                                                                  | <b><u>MARGINAL JOB FUNCTIONS</u></b><br>Perform other job-related duties as assigned.                                                                                                                                                                                                                                                  |                           |
| <b>WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):</b>                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                        |                           |
| <b>Work Environment:</b> <ul style="list-style-type: none"> <li>May be located in a high-rise building.</li> </ul>                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                        |                           |
| <b>Physical Abilities:</b> <ul style="list-style-type: none"> <li>Transport equipment up to fifty (50) pounds.</li> <li>Ascend/descend stairs and ladders; work in confined spaces as needed.</li> <li>Move, bend, or reach while installing or relocating IT equipment.</li> </ul> |                                                                                                                                                                                                                                                                                                                                        |                           |
| <b>Additional Requirements/Expectations:</b> <ul style="list-style-type: none"> <li>Work extended or irregular hours as operational needs require.</li> </ul>                                                                                                                       |                                                                                                                                                                                                                                                                                                                                        |                           |
| <i>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.</i>                                                                                                                |                                                                                                                                                                                                                                                                                                                                        |                           |
| PRINT EMPLOYEE NAME                                                                                                                                                                                                                                                                 | EMPLOYEE'S SIGNATURE                                                                                                                                                                                                                                                                                                                   | DATE                      |
| <i>I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.</i>                                                                                                                               |                                                                                                                                                                                                                                                                                                                                        |                           |
| PRINT SUPERVISOR NAME                                                                                                                                                                                                                                                               | SUPERVISOR'S SIGNATURE                                                                                                                                                                                                                                                                                                                 | DATE                      |
| HRB Approval Date: 09/23/2026                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                        | C&P Analyst Initials: LLM |