STATE OF CALIFORNIA
Franchise Tax Board

Proposed

HR Date: 10/11/2026

HR Initials: SC

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
2526-00176	
Classification Title	**Position Number**
Information Technology Specialist I	564-233-1402-003
Working Title	**Bureau and Section**
Software Application Developer	Enterprise Tax Systems Bureau Collections Case Management Collections Services 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, Franchise Tax Board (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 Supervisor II, the Software Application Developer works independently as a technical specialist responsible for the design, programming, configuration, testing and support of complex IT solutions for FTB's Compliance Systems. These systems are developed with various technology stacks which include the Pega Framework, Pega Rules Process Commander (PRPC) platform, interfaces, etc. The incumbent also provides consulting services to application and infrastructure areas to leverage and interface with the Compliance Systems efficiently and effectively. The incumbent works independently and with other technical staff to troubleshoot complex software problems and assist with resolution and preventative measures. The incumbent establishes and maintains collaborative working relationships with teammates, customers, management, vendors and other stakeholders. Work is performed within the framework of the department's mission and values with the objective of improving the effectiveness and efficiency of the department's systems and programs. In carrying out these duties, the incumbent is expected to communicate effectively orally and in writing to convey information and develop and maintain system documentation and operational procedures. The position provides services which encompass the IT domain of *Software Engineering*.

Essential Functions

Percentage	Description
50%	Independently develops and/or reviews design specifications and program documentation (High Level Design Documents, Work Plans, Page Detail Design Descriptions (PDDs), Use Cases (UCs), Service Detail Design Descriptions (SDDS), Interface Design Descriptions (IDDs), etc.) for simple and complex system changes. Performs code reviews through the Azure DevOps (ADO) platform (TFVC or GIT) to ensure compliance with application quality, coding and FTB technical standards, and policies. Leads the configuration, design, programming, unit and integration testing, and implementation of complex enterprise IT solutions with the Pega/PRPC framework through all phases of the System Development Life Cycle. Develops solutions utilizing development tools such as App Studio, Dev Studio, etc. Designs and implements database structures to support the application using various technologies such as SQL Server Management Studio, ANDI, SQL Server, etc. Develops and implements stored procedures and SQL scripts using languages such as T-SQL. Develops and implements interfaces and batch jobs such as Pega services, Java services, etc.

Percentage	Description
	Follow standard procedures to build and deploy using various CI/CD technologies such as Openshift, Azure Release Pipelines, etc. Develops, updates and implements standard procedures and controls that follows best practices in Pega architecture to ensure proper design, code, release and deployment. Implement fixes for bugs and defects. Understands and supports FTB's Service Oriented Architecture (SOA) direction, tools and technologies. Collaborates with the Server Administrators on the configuration and settings of the application server such as JBoss, etc. Monitors workload milestones and deliverables. Work closely with FTB's security team to analyze, identify, and incorporate security measures throughout the SDLC process.
20%	Assists the Major Incident Response Team (MIRT) and participates in the resolution of major incidents. Provides production support, which includes identifying underlying issues, troubleshooting and implementing fixes during deployment and post deployment. Use debugging tools such as The Tracer, Dev Studio, etc. to troubleshoot and identify root causes. Develop and implement fixes to production.
15%	Actively communicates across SDLC teams and stakeholders to ensure efficient and on-time delivery of project/assignment tasks and milestones. Update Azure DevOps (ADO) work items regularly as directed. Attends and participates in meetings providing status reports of assignments. Manages project/assignment workload priorities. Coordinates and consults with peers on development efforts to educate and ensure that applications areas are integrating with Pega services efficiently and effectively.
10%	Research and perform analysis to recommend process improvements to various development processes such as code review, unit testing, development walkthroughs, deployment, etc. Remains current with evolving technologies and trends. Independently learns new technologies and processes to improve system quality to better meet user needs. Leads efforts to research and develop proof-of-concepts for system enhancements or take advantage of advances in technology. Research impacts from new software or components to ensure compatibility with existing hardware, software and applications.

Marginal Functions

Percentage	Description
5%	Performs other duties as assigned by Management. Provides training and instructions to coworkers or new hired staff. Incumbent 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.

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.

Maria Henriquez-Carballo Name (Print)	Signature	Date

STATE OF CALIFORNIA
Franchise Tax Board

Proposed

HR Date: 10/12/2026

HR Initials: SC

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
2526-00176	
Classification Title	**Position Number**
Information Technology Associate	564-233-1401-xxx
Working Title	**Bureau and Section**
Software Application Developer	Enterprise Tax Systems Bureau Collections Case Management Services 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, Franchise Tax Board (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 Information Technology Supervisor II, the Software Application Developer works as a technical specialist responsible for the design, programming, configuration, testing and support of IT solutions for FTB's Compliance Systems. These systems are developed with various technology stacks which include the Pega Framework, Pega Rules Process Commander (PRPC) platform, interfaces, etc. The incumbent also provides consulting services to application and infrastructure areas to leverage and interface with the Compliance Systems efficiently and effectively. The incumbent works independently and with other technical staff to troubleshoot software problems and assist with resolution and preventative measures. The incumbent establishes and maintains collaborative working relationships with teammates, customers, management, vendors and other stakeholders. Work is performed within the framework of the department's mission and values with the objective of improving the effectiveness and efficiency of the department's systems and programs. In carrying out these duties, the incumbent is expected to communicate effectively orally and in writing to convey information and develop and maintain system documentation and operational procedures. The position provides services which encompass the IT domain of *Software Engineering*.

Essential Functions

Percentage	Description
50%	Develops design specifications and program documentation (High Level Design Documents, Work Plans, Page Detail Design Descriptions (PDDs), Use Cases (UCs), Service Detail Design Descriptions (SDDS), Interface Design Descriptions (IDDs), etc.) for system changes. Participates in code reviews through the Azure DevOps (ADO) platform (TFVC or GIT) to ensure compliance with application quality, coding and FTB technical standards, and policies. Supports the configuration, design, programming, unit and integration testing, and implementation of enterprise IT solutions with the Jakarta EE framework through all phases of the System Development Life Cycle. Develop solutions utilizing development tools such as Eclipse, IntelliJ IDEA, etc.Design and implement database structures to support the application using various technologies such as SQuirreL SQL Server Management Studio, ANDI, SQL Server, etc. Develops and implements stored procedures and SQL scripts using languages such as T-SQL. Follow standard procedures to build and deploy using various CI/CD technologies such as Openshift, Azure Release Pipelines, etc. Develops, updates and implements standard procedures and controls that follows best practices in Java architecture to ensure proper design, code, release and deployment. Implement fixes for bugs and defects. Understands and supports FTB's Service Oriented Architecture (SOA) direction, tools and technologies. Collaborates with the Server Administrators on the configuration and settings of the application server such as Tomcat, JBoss, etc. Manages workload effectively to meet deadlines. Work closely with FTB's security team and peers to analyze, identify, and incorporate security measures throughout the SDLC process.

Percentage	Description
20%	Participates in the resolution of major incidents. Provides production support, which includes identifying underlying issues, troubleshooting and implementing fixes during deployment and post deployment. Use debugging tools such as Java Debugger, Eclipse, IntelliJ IDEA, etc. to troubleshoot and identify root causes. Develop and implement fixes to production.
20%	Actively communicates across SDLC teams and stakeholders to ensure efficient and on-time delivery of project/assignment tasks and milestones. Update Azure DevOps (ADO) work items regularly as directed. Attends and participates in meetings providing status reports of assignments. Collaborates with peers on development efforts to educate and ensure that applications areas are integrating with Pega services efficiently and effectively.

Marginal Functions

Percentage	Description
10%	Performs other duties as assigned by Management. Remains current with evolving technologies and trends.Incumbent 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.

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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.

Maria Henriquez-Carballo		
Name (Print)	Signature	Date