STATE OF CALIFORNIA
Franchise Tax Board

Current or Proposed
Proposed
Date Approved
10/20/2026
HR Initials
SC

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00134	**Effective Date** 12/01/2026
Classification Title Information Technology Specialist I	**Position Number** 564-290-1402-037
Working Title Service Support Specialist	**Bureau and Section** Operations Management Bureau Data Processing 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, 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 ll of the Service Support Operations Unit, the Service Support Specialist will perform a wide variety of complex tasks requiring regular innovative problem-solving, planning, developing, and implementing technological solutions that support essential services critical to the missions of the organization on a continuous basis. The Service Support Specialist will function independently and collaboratively to provide Level 2 technical support to multiple information technology applications supported by the unit. The multiple information technology applications assigned to the unit support a variety of business services and requires the Service Support Specialist to support IT Service Management best practice processes for incident, problem, request fulfillment, and release management. All duties are performed within the framework of the department's mission and values and in line with the department's policies and general procedures. The incumbent will work in an office environment. There is no travel involved, other than necessary for training opportunities. The Data Processing Services Section provides 24x7x365 enterprise support to both internal and external systems. This position may require occasional off hours support, you must be flexible to adapt to changing priorities and able to occasionally adjust work schedules to meet operational needs. The position provides services which encompasses the System Engineering domain.

Essential Functions

Percentage	Description

40%	Provide Level 2 technical support by providing analysis for complex technical incidents and problems for multiple information technology services supported by the unit including, but not limited to Taxpayer Folder, Case Management, Return Analysis, PASS, Withhold at Source System, Enterprise Noticing, and eFile. Conduct root cause analysis of system degradation or interruptions of IT services using IT Service Management principles and leveraging the existing Software Development Lifecycle SDLC for necessary changes. Establish working relationships with business end users and technical support teams to communicate incident status, perform complex data fixes, monitor throughput and system performance using various technical tools. Perform activities and provide information in support of the department's Major Incident Response Team. Participate on cross functional teams that evaluate and analyze existing systems and processes with the purpose of identifying system and business improvements. Serve as the Level 2 liaison and subject matter expert for specific applications to ensure operational . level agreements are being adhered to by unit's human resources and processes.
30%	Support batch operations activities utilizing batch job scheduling, and scripting to support high system availability, data integrity, and noticing services. Serve as a Problem Manager by facilitating meetings with technical and business stakeholders to identify complex technical problems, impacts, communication needs, and document resolution activities using established tools, processes and industry best practices. Produc scheduled and adhoc reports to communicate performance metrics, incident and problem status for services supported by the unit.
25%	Understand, participate, and adhere to FTB's polices for Software Development Life Cycle (SDLC) and Information Technology Infrastructure Library (ITIL) based service management processes to ensure best practices are followed. Analyze, develop, and implement standardized operational processes or automation of services to achieve continual service improvement for the enterprise. This includes documenting new or modified processes using established bureau knowledge management tools. Leverage technical documentation to lead or participate in the research of new technology products in order to resolve ongoing problems, modernize technology, or introduce new services to our program. In addition, you appropriately share this information using OMB's established knowledge management tools, during team meetings, and while conducting on the job training with other staff members. Take part in job related training, both formal and informal, to remain current in supported technologies and unit workloads and share this knowledge with others within the unit. Participate in team and section meetings, and bureau forums to remain informed on emerging organizational plans or initiatives. Provide clear written and verbal communication of service outages, projects, and operational issues using OMB's established communication tools and processes.

Marginal Functions

Percentage	Description

5%	Perform other administrative and technical functions as required to support the enterprise. Represent the Section on various committees and teams to achieve completion of enterprise initiatives and goals.

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