



Duty Statement

Request for Personnel Action (RPA) Number 2627-00874	Effective Date
Classification Title Student Assistant	Position Number 564-986-4870-990
Working Title Enterprise Quality Assurance Analyst Assistant	Bureau and Section Enterprise Tax Systems Bureau Filing 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, 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 close supervision of the IT Supervisor II and technical direction of Subject Matter Experts (SME) within the Enterprise Tax Systems Bureau (ETSB), the Enterprise Quality Assurance Analyst Assistant will function in a learning capacity as a team member in the testing and implementation of software applications to meet the organization's current and evolving business needs. The incumbent will learn and provide support to the System Development Life Cycle (SDLC) including system design, development, test, implementation, and post-implementation support with a focus on testing practices. The incumbent is responsible for learning how to perform analytical studies and activities related to IT while learning to perform application testing or other IT development activities. Work will be performed within FTB's Mission and Values framework and is geared toward fulfilling ETSB's Business Plan goals while focusing on the needs of our business partners.

The use of designated productivity tools to plan, schedule, and complete assigned work successfully is expected and includes but is not limited to: Microsoft Excel, Outlook, PowerPoint, Project, SharePoint, Teams, Team Foundation Server, Visio, and Word.

Essential Functions

Percentage	Description
50%	In a learning capacity, the incumbent will perform a variety of duties that support the requirement, analysis, design, development, testing, implementation, and maintenance of the least complex FTB systems and applications. This includes learning and researching baseline, current application functionality, detailed system design changes and other artifacts necessary for release test planning. With the help of the test team, the incumbent will learn, prepare, and execute written test plans and scripts, test conditions, data and documents based on new software requirements as requested by business partners and the requirements team. Work closely with other testing, requirements, and development team members to resolve application defects and issues. Learn to take necessary steps to validate and update systems testing procedures as needed.
45%	Learn how to create and maintain technical documentation that describes our SDLC functions and standard procedures. The incumbent learns and follows Department Policy and General Procedures and assists in the updating of operational processes and procedures for the unit. Participate in meetings in support of our SDLC efforts. Establish and maintain professional relationships with representatives from across different divisions within the department. In a learning capacity, the incumbent participates in team meetings including requirements verification, validation, test and system development walkthroughs, and contribute to the delivery of final products.



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Marginal Functions

Percentage	Description
5%	Participate and take notes in meetings. Provide support for management within the unit. May also participate on special projects as needed in a supporting capacity to learn roles and responsibilities.

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.

Vacant

Name (Print)

Signature

Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Kaur, Bavnit@FTB

Name (Print)

Signature

Date