



DUTY STATEMENT

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist I	Position Number 564-273-1402-xxx
Working Title Mainframe System Engineer– Independent Software Vendors	Bureau and Section Infrastructure Services Bureau Mainframe Engineering 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 Manager I of the Mainfram Engineering Section, the Mainframe System Engineer is responsible for complex system assignments and software support activities on the complex mainframe Independent Software Vendor (ISV) assignments and acts as a backup to other complex mainframe system software/hardware assignments. Major duties will include install, customize, test, implement, document, and support of the mainframe enterprise applications. Informs management of the project status and communicates on activities, problems, and plans, while following the department's Information Technology Infrastructure Library (ITIL) procedures and guidelines. May be assigned as a technical expert to participate in a variety of working environments and projects of varying sizes, including co-location with the project team on large systems development projects. Works with staff of all levels and technical abilities from within the Technical Services Division and the business customers to provide technical guidance and project support with a focus on excellent customer service. All duties are performed within the framework of the department and the Infrastructure Services Bureau's mission and values. 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. The position provides services which encompass the IT domain of Software Engineering.

Essential Functions

Percentage	Description
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50%	Performs installation, maintenance, support, testing, and backup recovery of complex mainframe system software/hardware products including, operating system upgrades and other product release upgrades. Provides on-call support on a rotational basis, conducts process research and develops work area tools, evaluates products to determine if they will support and enhance the department's business technical functions. Provides day-to-day changes to system files, analyzing system problems, reviewing and obtaining approval for change requests. Attends daily Infrastructure Bureau meetings and IT change management meetings for production implementations.
15%	Responsible for diagnosing and resolving the more complex technical problems, applying fixes and testing changes related to mainframe software/hardware products.
10%	Responsible for completing assigned customer service requests and incident/problem tickets timely and within reason. Provides technical guidance to application developers, analysts, Data Guidance and business users on the use of software products.
10%	Responsible for developing work plans, acting as a project lead, meeting scheduled timelines, and participating in meetings as required. Tracks changes to system hardware/software to maintain current configuration and documentation. Responsible for reporting the status of systems, projects, maintenance tasks, change control items, or problem resolutions to their immediate manager
10%	Develops, updates and amends technical procedure documents (e.g. system software installs and operational procedures). Keeps accurate logs of modifications and maintenance activities. Stays abreast of the "State of the Art" in Information Systems by working with vendors, reviewing product announcements and attending job required training. Develops benchmark programs and test data for the evaluation of hardware and software on mainframe systems. Provides excellent customer service.

Marginal Functions

Percentage	Description
5%	Under the direction of the unit Manager, performs other duties as required.

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