STATE OF CALIFORNIA
Franchise Tax Board

Current or Proposed
Proposed
Date Approved
10/27/2026
HR Initials
SC

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00125	**Effective Date** 01/18/2027
Classification Title Information Technology Specialist I	**Position Number** 564-231-1402-030
Working Title Enterprise Quality Assurance Specialist	**Bureau and Section** Enterprise Tax Systems Bureau Return Analysis 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 direction of the Information Technology Supervisor II within the Quality Assurance Bureau (QAB) the Enterprise Quality Assurance Specialist will function as a team member in the testing and implementation of software applications to meet the organization's current and evolving business needs. The Enterprise Quality Assurance Specialist performs a wide variety of tasks requiring regular innovative problem solving within the Software Engineering domain for multiple FTB applications and systems; and will use various software tools to test the most complex system enhancements, proposed business solutions, and existing system defects. The incumbent will provide support to the System Development Life Cycle (SDLC) including system design, development, test, implementation, and post-implementation support as a Subject Matter Expert (SME). The incumbent is responsible for performing analytical studies and activities related to IT and performing validation testing of FTB systems and services. The incumbent promotes, establishes, and maintains relationships with representatives across the department. Work will be performed within FTB's Mission and Values framework and is geared toward fulfilling QAB's Business Plan goals while focusing on the needs of our business partners. In addition, you support the QAB's business hours, and your work shift schedule may be subject to change based on the QAB's business and operational needs which occasionally includes off-hours and on call support.
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
40%	Independently prepare and execute complex written test plans, test conditions, data and documents based on new software requirements as requested by business partners and the requirements team, or guide testing staff who do so. Work closely with other testing, requirements, and development team members to resolve complicated application defects and issues. Assist in the review and analysis of new software changes and proactively investigate identified production system incidents. Recreate incidents in a test environment. Update and maintain the system test environment and report problems timely. Work cooperatively with QAB and Technology Services Division (TSD) technical staff in support of planning and software implementation activities. Participate on departmental teams in support of IT projects and initiatives to ensure technical solutions and deliverables are of the highest quality.
30%	Coordinate and participate in team meetings including requirements validation, test walkthroughs, system development walkthroughs, and contribute to the delivery of final products. Executing, documenting, and validating which includes and not limited to solution upgrades, troubleshooting, and infrastructure support for the more complex functionality and processes. When needed, provide enterprise solutions support while configuring all necessary toolkits. Verify and validate the readiness for releases to production. Identify errors and system issues and report findings to peers and management. Conduct post-implementation testing and review.
20%	Track workloads via a detailed work plan and update tracking tools. Provide status on project schedules and deployment plans. Identify, log, and monitor testing incidents until closed. Conduct walk-throughs of test plans with appropriate staff to ensure conformity with user specifications, system design, and program specification. Report findings to team members. Ensure scheduled tasks are completed on time and provide team status updates at various project meetings.

Marginal Functions

Percentage	Description
10%	Work on teams and special projects assigned. Attend meetings as requested. Provide general support for the unit’s activities as needed. Assist in the analysis and development of business requirements as needed. Attend training classes. Assist in cross-training peers. Other duties as assigned.

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