Proposed

STATE OF CALIFORNIA
Franchise Tax Board

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00160	**Effective Date**
Classification Title Information Technology Specialist I	**Position Number** 564-256-1402-xxx
Working Title Database Administrator	**Bureau and Section** Technology Solutions Bureau Database Admin 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 Manager I of the Database Admin Services Section, the Database Administrator performs a wide variety of tasks requiring regular innovative problem solving of system assignments and software support activities, related to system engineering domain including; installation and maintenance of the Database Management System (DBMS) and related software; application maintenance, including application releases and patches; performance tuning, including both system and application layer tuning; troubleshooting, including system, application and performance issues. The incumbent may be assigned as a project lead 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. The incumbent 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 Bureau's mission and values. 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. The position provides services which encompass the IT domain of System Engineering.

Essential Functions

Percentage	Description

30%	Serve as a technical expert in installing, configuring, testing, and maintaining Database Management System (DBMS) Software, Utilities, and other related software. Provide strong guidance in developing backup and recovery capabilities and processes that protect business data against loss because of hardware or software failure. The incumbent may serve as a project lead or backup to the team lead to plan, prioritize, and distribute workload to team members, create and maintain performance metrics, provide input of team's productivity to management.
30%	The incumbent is the expert level consultant collaborating with customers on the implementation of new and modifications to existing database projects during all phases of the development life cycle. Manage more complex development, system test, and production database environments. This includes all software which supports the database management system. Incumbents influence, motivate, persuade, and lead individuals or groups to resolve more complex operating problems. Incumbent is expert level in data modeling and use of tools to support models, with Extensive knowledge of data architectures, processing concepts, practices, methods, and principles. Incumbents demonstrate a high level of presentation skills to all levels of audience.
20%	Perform more complex performance and tuning activities, including developing plans, making recommendations, and implementing changes that will enhance the performance of the DBMS and systems. Work closely with technical, applications, and operational staff to ensure database integrity and security. Assist the department to adopt the DBMS best practice standards. Communicate effectively, both orally and in writing with peers, clients and subordinates, customers and higher level staff.
15%	Perform troubleshooting, isolation, repair, and fix testing of more complex database problems. Work as technical expert on production issues. Incumbent is responsible for coordination with the affected areas, implementing the solution and ensuring that proposed actions/solutions are effectively communicated and understood by the customer, management and others impacted by the changes. Incumbent is responsible for writing lessons learned documents and presenting these at the team meetings and assisting in presenting at section or issue meetings, assisting the network operations center, other technical areas and management by providing information for status updates and at production incident review meetings and updating of related documents. Incumbent shows initiative and makes time available to ensure general and technical competencies are kept up-to-date in line with industry developments and shares this information through both formal and informal methods. Mentor other staff on how to monitor, troubleshoot, and tune a DBMS.

Marginal Functions

Percentage	Description

5%	Under the direction of the manager, the incumbent 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