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-2627-00167	**Effective Date**
Classification Title Information Technology Specialist I	**Position Number** 564-293-1402-014
Working Title Workstation Support Technician	**Bureau and Section** Operations Management Bureau IT Asset Management & Workstation Support 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 and the technical direction of the Subject Matter Expert (SME), of the Workstation Support Unit, the Workstation Support Technician performs a wide variety of tasks requiring regular innovative problem-solving, planning, developing, and implementing technological solutions that support essential services critical to the missions of the organization on continuous basis. Provides level 2 support for the IT Service Desk (ITSD). Provides assistance in response to desktop and mobile computing requests. Maintains inventory of hardware assets and software compliance using the IT Access Management (ITAM) tools. The Workstation Support Technician provides services which encompasses the Client Services domain.

Essential Functions

Percentage	Description
40%	Provide technical guidance and direction, working as an expert level technician with hardware and software-related issues by providing second level support to the ITSD; resolving incidents and requests in a timely manner according to Standard Operating Procedures. Follow process and procedures to triage and thoroughly document troubleshooting steps using CA Service Desk (CASD), provide analytical assistance for IT related incident diagnostics and incident resolution.

	Communicate with FTB customers and the ITSD technician, keeping them informed of incident progress and resolution. Responsible for independently coordinating and processing requests for the deployment, installation, relocation, and removal of desktop and mobile computing hardware, software, and related assets for the Enterprise.
30%	Work as a vital team member during deployments by scheduling, imaging, installing and troubleshooting new hardware equipment following procedures and processes, transferring user data using the user migration tool (USMT). Replace defective PC hardware and peripherals, apply fixes to desktop operating systems and software applications. Independently analyze and configure virtual machines in accordance with security requirements and software compliance.
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 CA Service Desk Manager, Sharepoint, Team Foundation Server, various Microsoft products, and other industry 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