STATE OF CALIFORNIA
Franchise Tax Board

Current or Proposed
Proposed
Date Approved
10/29/2026
HR Initials
AD

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00180	**Effective Date** 12/01/2026
Classification Title Tax Program Technician II, FTB	**Position Number** 564-740-9588-012
Working Title Tax Program Technician II	**Bureau and Section** Processing Services Bureau Information Capture and Banking 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 general direction of a Tax Program Supervisor, the Tax Program Technician II (TPT II) serves as a highly motivated, organized technical resource. The TPT II facilitates the processing and transmission of daily paper bank deposits, within tight time frames and with an attention to detail. The TPT II reconciles issues related to the bank deposits. Other functions may include: providing support to Technical Support, Quality Review and Bad Docs Resolution, and help create and maintain procedures. The TPT II performs trouble-shooting activities, including analyzing, identifying and resolving system and procedural issues. The TPT II must be able to communicate with internal and external customers in a professional and tactful manner, work independently, exercise good judgment, meet tight deadlines and be flexible.

Essential Functions

Percentage	Description

50%	The incumbent must be able to perform the essential functions of the job and the following tasks: Serve as a staff resource, and be independently responsible for the assignments pertaining to Bank Desk. Act as a resource to management and staff for more complex workload assignments and tasks, such as assisting with complex account analysis and providing support to various help desks or other program areas. The Bank Desk duties are handled with maximum efficiency, accuracy and judgment in order to comply with State Administrative Manual Guidelines and sound Fiscal procedures. Duties include, but are not limited to: preparation of daily deposit slips for monies deposited to accounts of Franchise Tax Board (FTB), Non-Tax Debt and contract accounts, analyze bank discrepancies, maintain records related to the daily bank deposits, provide daily deposits to various sections within the Department and provide a daily report to the State Treasurer's Office. Utilize systems such as Deposit 21, Fi$Cal and the Deposit Information Research Tool (DIRT) as well as the Microsoft Office Suite (i.e. Outlook, Word, Excel, etc.). Analyze FTB payments applied to taxpayer accounts, missing payments, and misapplied payments to taxpayer accounts using Taxpayer Information (TI), Business Entities Tax System (BETS) and Taxpayer Folder (TPF) and resolve these matters.
25%	Provide support for Bad Docs Resolution, Technical Support and Quality Review. For Bad Docs Resolution the incumbent will assist, answer questions, assign and review the work for other staff, including Tax Program Technician I (TPT I). Perform Quality Review for the work processed by the TPT I staff and provide worksheets to the Supervisor for employee evaluations. Process and validate the most complex accounts in the workload, along with ordering internal and external supplies, tracking expenditures and budget planning, as well as act as the Publications Manager, the Tax Form Review Coordinator and Section Training Coordinator. For Technical Support, the incumbent acts as first level triage for Information Capture and Banking Section (ICBS) system related hardware and software issues, working with various help desks or other program areas. For Quality Review, the incumbent reviews system related transactions processed by ICBS staff, identifying user related issues and report any applicable results to management, or recommend changes to procedures. Generate Trends Reports to aid ICBS staff in quality.
15%	Assist in analyzing, identifying and resolving procedural and system issues, user problems, training needs, and recommend appropriate actions to improve current processes and procedures. This may involve

	the identification of system defects or enhancements to improve the functionality and/or efficiency of the systems or programs. The Incumbent may also work with the development of training materials, as well as train staff through On-the-Job Training (OJT).

Marginal Functions

Percentage	Description
10%	Provide coordination between ICBS and other sections of the pipeline, as it relates to data processes, and coordinate any special work request from other sections in the Department. May serve as a team lead or technical expert for special or difficult projects. Represent the unit/section at meetings involving other sections of FTB.

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