STATE OF CALIFORNIA
Franchise Tax Board

Proposed

HR Date: 11/18/2026

HR Initials: SC

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
2627-01070	
Classification Title	**Position Number**
Information Technology Specialist III	564-230-1415-003
Working Title	**Bureau and Section**
Principal Reliability Engineer	Enterprise Tax Systems Bureau

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 administrative direction of the Bureau Director, the Information Technology Specialist III serves as the Principal Reliability Engineer (PRE), providing enterprise-level technical leadership and acting as a subject matter expert on the most complex reliability engineering issues that impact mission-critical applications and services. The PRE develops, leads, and governs the Department's Resiliency & Reliability Program, facilitating and coordinating execution with functional areas (e.g., application development, platform, database, network, security, operations, testing) to improve availability, performance, resiliency, and operational excellence across the enterprise. The PRE independently performs the most complex assignments, acts as technical project lead, and coordinates multi-disciplinary teams to establish standards, policies, metrics (SLIs/SLOs/KPIs), and repeatable processes that embed reliability by design through the SDLC. The role primarily operates within the *Software Engineering, System Engineering*, and *IT Project Management domains*, with cross-functional collaboration spanning architecture, operations, security, and business partners.

Essential Functions

Percentage	Description
35%	**Incident Response, Problem Management, and Post-Incident Learning** Provides expert technical guidance to departmental IT resources to resolve and/or mitigate most complex production incidents/problems; advises on short- and long-term remediation strategies. Aggregates problem records and trends; recommends long- and short-term remediation to promote system stability; tracks corrective/preventive actions to closure; reports status to executive leadership. Manages changes needed, long and short term, for future system performance and stability. Reports status and progress to the executive management team regarding recommendations.
25%	**Observability, Performance Engineering, and Reliability Metrics** Defines and operationalizes SLOs/SLIs and error budgets for critical services; partners with teams to instrument applications and infrastructure in APM/observability tools. Analyzes runtime behavior of complex, distributed systems; conducts capacity modeling and performance profiling; identifies systemic reliability bottlenecks and patterns. Facilitates targeted optimization initiatives; tracks remediation against agreed metrics; validates improvements through repeatable measurement. Ensures telemetry and performance data are integrated with SDLC gates and operational processes (e.g., regression/performance testing, release readiness).
20%	**Reliability-by-Design in the SDLC**

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	Integrates reliability requirements into architecture, design, coding standards, testing, release, and change management processes. Facilitates adoption of resilience patterns (e.g., graceful degradation, circuit breakers, bulkheads, retries/backoff, idempotency) and chaos/resilience testing where appropriate. Coordinates with architecture, development, QA/performance, platform, database, and security teams to ensure repeatable**,** predictable outcomes and risk-aware releases.
15%	**Program Development, Governance, and Strategy** Establishes and leads the Resiliency & Reliability Program: develops program charter, roadmap, standards, processes, and governance model; aligns program outcomes to enterprise goals and policies. Facilitates and coordinates delivery with functional areas; defines roles, responsibilities, and handoffs; removes barriers; monitors progress; and escalates risks/issues. Develops executive-ready metrics and dashboards (SLOs/SLIs/KPIs and error budgets) to assess system health and reliability trends; recommends portfolio-level investments and tradeoffs. Leads enterprise reliability reviews and risk assessments (e.g., high availability, disaster recovery, business continuity, capacity, performance); documents decisions and action plans. Prepares reports and recommendations with enterprise risk and fiscal impacts; presents to leadership and governance bodies for decision-making.

Marginal Functions

Percentage	Description
5%	Mentors and coaches staff and technical leads; curates communities of practice; delivers training and knowledge transfers on reliability engineering principles, tools, and processes. Represents FTB on enterprise and statewide initiatives and working groups; performs special assignments as directed. Acts as backup to other CTO senior leadership.

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Employee: I confirm that I have read and understand the described duties and functions of this position.

VACANT

Name (Print)	Signature	Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Orozco, Jose@FTB

Name (Print)	Signature	Date