California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	

CIVIL SERVICE CLASSIFICATION	PRIMARY DOMAIN	WORKING TITLE
Information Technology Specialist I	**Software Engineering**	**SQL Database Administrator**

DIVISION/OFFICE/UNIT	SPECIFIC LOCATION ASSIGNED TO
Technology Services Division/EIB/Server Infrastructure Unit	**Sacramento, CA - Headquarters**

SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Rank and File	**01**	**E**	**None**

FINGERPRINTS/ BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED
☒ Yes ☐ No	☐ Yes ☒ No	**May act as lead**

INCUMBENT	POSITION NUMBER *(Agency-Unit-Class-Serial)*
	291 - 381 - 1402 - 029

The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under direction of the Information Technology Manager I, the Information Technology Specialist I (IT Specialist I) acts as a high-level technical expert on very complex information technology systems and servers as the technical specialist. The incumbent will perform a wide range of the more complex consultative, analytical, and evaluative assignments in order to maintain, monitor, troubleshoot, and support the California Department of Tax and Fee Administration's (CDTFA) servers and related components.

Candidate must be able to perform the following essential job functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
45%	**ESSENTIAL JOB FUNCTIONS** **Serves as the CDTFA Structured Query Language (SQL) Server Administrator and cloud technical specialist:** • Configure all aspects of SQL administration including the install and configuration of new SQL Servers, backup and recovery of all SQL databases, monitor and performance tuning and the creation and maintenance of Development, Test, and Production environments running with Microsoft SQL server and Azure Managed Instance • Configure and administer all aspects of Microsoft SQL Server environments, including installation, configuration, backup and recovery, performance monitoring, and tuning. Manage and maintain Development, Test, and Production database environments across both on-premises SQL Server and Azure SQL Managed Instance platforms [AS1.1] • Apply patches and service packs, configure permissions and access rights as required • Support developers and DBAs in deployment and installation of SQL related solutions • Add users and groups, as well as group memberships to Active Directory • Implement the procedures that govern system and software maintenance and operations for the SQL environment • Consult with team members and management regarding technical problems • Perform change requests and problem resolutions requests as directed • Works with multiple server infrastructure platforms and technologies, but not limited to: VMWare vSphere, vCenter, Virtual Desktop Infrastructure (VDI), Microsoft Entra ID (Azure AD), Microsoft Azure, Azure VMWare Services (AVS), Amazon Web Services (AWS), Domain Name System (DNS), Storage Area Netowrk (SAN), S3, Kerberos and authentication technologies
20%	Serves as the CDTFA pre-package software Administrator or technical specialist: • Install, configure, monitor and maintain all the pre-package software for CDTFA • Apply patches and service packs, configure permissions and access rights as required • Implement the procedures that govern system and software maintenance and operations for the pre-packaged software • Consult with team members and management regarding technical problems • Perform change requests and problem resolution requests as directed

20%	**Serves as Team Member within the Server Infrastructure Unit:** • Coordinate and perform installation of software for multiple computing platforms • Ensure projects are completed timely and with little impact to customers • Facilitate the planning of component and feature upgrades • Act as a liaison with equipment and software providers • Respond to trouble tickets as needed
10%	**Monitors capacity and performance:** • Continuously review capacity planning issues involving Database and server performance and improved usage of all virtual resources • Reviews reports regarding bandwidth utilization, disk and memory usage, disk I/O, user counts, shared device usage, segment utilization, line response times and line throughput to determine impact on performance • Prepares comprehensive analysis and reports on server status, us, and fiscal issues • Provides leadership oversight for preventative maintenance on all virtual server systems
	MARGINAL JOB FUNCTIONS
5%	• Performs other related duties as required • Consults with vendors regarding technical issues that the CDTFA is experiencing and provides possible technical solutions • Prepares correspondence relating to assignments • Write reports and issue papers • Maintains contacts with other State agencies and attends vendor seminars and State user association functions, keeping informed of new developments or trends and determining possible applicability to the CDFTA.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):

Work Environment:

- May work in a high-rise building

Physical Abilities:

- Transport servers, PC's, printers, etc, that range in weight up to fifty (50) pounds
- Ascend/descend stairs, ladders, and function in confined working areas
- Move, bend, or reach while in the process of installing or relocating personal computers, servers, or other data communication equipment

Additional Requirements/Expectations:

- Work long or irregular hours as required

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE

I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE

HRB Approval Date: 11/17/2026	**C&P Analyst Initials: LLM**