STATE OF CALIFORNIA
Franchise Tax Board

Proposed

Duty Statement

Request for Personnel Action (RPA) Number	Effective Date
Classification Title	**Position Number**
Student Assistant	564-893-4870-990
Working Title	**Bureau and Section**
Technology Solutions Student Assistant	Technology Services Bureau Internal Systems & 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 close supervision of the IT Supervisor II, and in a learning capacity, the Technology Solutions Student Assistant supports application services to meet the organization's current and evolving business needs. The Student Assistant, through their general knowledge of the Systems Development Life Cycle (SDLC) practices, assists in analysis and requirements gathering, design, development, test, and/or implementation activities. The Technology Solutions Student Assistant is responsible for assisting with analytical studies and activities related to IT and performing various SDLC tasks.

The use of designated productivity tools to plan, schedule, and complete assigned work successfully is expected and includes but is not limited to: Microsoft Azure DevOps, Excel, Outlook, PowerPoint, Project, SharePoint, Teams, Visio, and Word.

Essential Functions

Percentage	Description
50%	In a learning capacity assist in the performance of a variety of duties including support requirements, analysis, design, development, testing, implementation, maintenance, and expansion of DevOps processes for the Franchise Tax Board's enterprise applications and services. This includes, but is not limited to, working effectively and professionally with representatives from different divisions across the department.
20%	Create, support, and maintain technical documentation in a learning capacity that describes application functions, services, and standardized processes and procedures. Utilize effective communication skills with business customers, technical staff, and management.
20%	In a learning capacity, participate in design meetings to verify and document technical requirements that describe application functions and services. Follow Department Policy and General Procedures and assist in the updating of operational processes and procedures for the unit. Participate in meetings in support of our SDLC efforts.

Marginal Functions

Percentage	Description
10%	Participate and take notes in meetings. Provide support for management within the unit. May also participate on special projects as needed in a supporting capacity to learn roles and responsibilities.

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.

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