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 Associate	**Client Services**	**Telecommunications Associate**

DIVISION/OFFICE/UNIT	SPECIFIC LOCATION ASSIGNED TO
Technology Services Division/Telecommunications Section	**Sacramento, CA - Headquarters**

SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Rank and File	**01**	**2**	**None**

FINGERPRINTS/ BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED
☒ Yes ☐ No	☐ Yes ☒ No	**None**

INCUMBENT	POSITION NUMBER *(Agency-Unit-Class-Serial)*
	291 - 381 - 1401 - 025

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 the general supervision of the Information Technology Manager I, the Information Technology Associate (Telecommunications Associate) works within the Telecommunications section and is responsible for telephony (Microsoft Teams), mobile/cellular, and audio/video technologies across Headquarters and field offices. The position supports cloud-based telephony solutions, wireless cellular technologies, and audio/visual technologies ensuring reliable voice and data communications throughout the organization.

The IT Associate manages maintenance, troubleshooting, repairs, service contracts, and warranties. Provides communication services and support, including hardware and software configuration. The position provides technical assistance for voicemail, video teleconferencing, cellular services, Automatic Call Distribution (ACD), Voice over Internet Protocol (VoIP), and other voice/data communication systems across all Divisions.

The IT Associate assists in planning and coordinating telecommunications projects such as office expansions, alterations, relocations, and system upgrades. Responsibilities include developing automated attendant scripts, designing call-routing trees, and programming telecommunication features and functionalities within CDTFA's cloud-based systems.

The ITA serves as an Authorized Telecommunications Representative (ATR) for control agencies such as the Department of General Services (DGS) and the Department of Technology Services (DTS) – Statewide Telecommunications and Network Division (STND), and acts as a liaison with public utility companies and private vendors. Travel to field offices may be required up to five percent of the time.

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

PERCENTAGE OF TIME SPENT	DUTIES
40%	**ESSENTIAL JOB FUNCTIONS** Works with management and departmental staff to identify voice/data communication needs and requirements. Serves as the Department's representative when interacting with communication companies, utility providers, and private vendors. Provides technical support for all voice/data systems, including Microsoft Teams telephony, voicemail, Public Switched Network services, PBX, and cloud-based telephony platforms. Designs, procures, implements, and manages telecommunication systems of varying complexity, including automated attendants and call routing scripts. Programs and modifies features within public network and cloud environments. Initiates, completes, and documents. Moves, Adds, and Changes (MAC) within Microsoft Teams telephony, voicemail, Public Switched Network services, PBX, and cloud-based telephony platforms. Performs troubleshooting for call quality, feature malfunctions, forwarding problems, Automatic Call Distribution (ACD) agent issues, and other system faults. Maintains telephony documentation and standard operating procedures, evaluates products, and attends vendor/utility meetings to remain current on emerging technologies. Ensures compliance with contract guidelines, policies, and procedures established by DGS and DTS STND. Responsible for related administrative updates.

30%	Works with management and departmental staff to determine audio/video needs and requirements. Acts as the Department's representative when coordinating with audio/video vendors and private industry partners. Provides technical support for all departmental audio/video systems, including interfaces, touch panels, connectivity components, and meeting room technologies. Designs, procures, implements, and manages audio/video systems of varying complexity and ensures successful deployment based on customer requirements. Troubleshoots operational issues, performs equipment replacement/refresh, manages audio/video inventory, and develops/maintains user training. Responsible for evaluation, installation, programming, maintenance, and ongoing support of audio/video technologies. Ensures compliance with DGS and DTS STND contracts and policies. Attends meetings with vendors and utilities to remain current on new products and services.
20%	Provides technical support for departmental wireless voice/data devices. Assists with implementation and management of mobile applications following industry best practices. Maintains mobile number assignments, ensures database consistency, performs ad hoc reporting for device upgrades, conducts rate plan analysis, and manages changes to mobile numbers, MEID, rate plans, and features. Procures wireless devices and equipment in accordance with acquisition processes and conducts user and executive training on mobile device features and applications. May assist with mobile asset tracking activities.
	MARGINAL JOB FUNCTIONS
10%	Conducts site inspections, develops cabling and telecommunication specifications, prepares floor plans, and coordinates installation of equipment interfacing with the CDTFA voice/data network. Works with vendors and Network Administrators to ensure systems meet State and departmental standards, maintains as builts and directory listings, evaluates and procures equipment, performs acceptance testing, and provides basic training. Serves as a liaison with programs, oversight agencies, carriers, and manufacturers, assists staff as needed, supports special projects, and performs other job related duties as required.

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

Work Environment:

- Position may be located in a secure high-rise building.

Physical Abilities:

- Move, bend, or reach while working in confined areas to install communication equipment and wiring
- Transport/move telephone equipment that may weigh up to 40 lbs.

Additional Requirements/Expectations:

- Work overtime, if 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: 11/19/2026	**C&P Analyst Initials: LLM**