

**\*\*\*This is only a preview of the exam questions. To take the actual exam, please go back to the official bulletin, and click the exam link at the bottom.\*\*\***

## **Telecommunications Systems Manager I (Specialist)**

### **Service-wide**

## **Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The **Service-wide Telecommunications Systems Manager I (Specialist)** examination consists of a training and experience evaluation used to evaluate your education, training and experience.

This **training and experience evaluation** is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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**Telecommunications Systems Manager I (Specialist), Task Based Questions**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	<p><b>Years of experience</b>                      I have performed this task for:                      More than 5 years                      More than 3 years and up to 5 years                      More than 1 year and up to 3 years                      More than 6 months and up to 1 year                      0 to 6 months</p> <p><b>Level at which the task was performed</b>                      Performed task as a lead or trained others on task                      Worked independently on task                      Worked under direction on or assisted others with task                      Not performed</p>	EXPERIENCE	LEVEL
1.	Analyzing and applying State and federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual) to determine impact on telecommunications systems and program operations.		
2.	Evaluating telecommunications systems, prototypes, and proposals with engineers, vendors, and/or clients to ensure operational needs.		
3.	Evaluating financial restraints and budget limitations of telecommunications systems, prototypes and proposals with engineers, vendors, or clients to ensure they remain within the planned project/contract budget.		

ITEM #	<p><b>Years of experience</b>  I have performed this task for:  More than 5 years  More than 3 years and up to 5 years  More than 1 year and up to 3 years  More than 6 months and up to 1 year  0 to 6 months</p> <p><b>Level at which the task was performed</b>  Performed task as a lead or trained others on task  Worked independently on task  Worked under direction on or assisted others with task  Not performed</p>	EXPERIENCE	LEVEL
4.	Developing and/or revising operational requirements and procedures to ensure telecommunications systems programs are consistent with policies, procedures, and business processes.		
5.	Conducting feasibility analyses including cost/benefit analysis studies on telecommunications systems and equipment to plan telecommunications systems, installations, locations, necessary equipment, and other potential issues.		
6.	Coordinating the testing of telecommunications systems (e.g., radio, phone, data) with subject matter experts, clients, and/or vendors.		
7.	Testing and/or analyzing telecommunications systems (e.g., radio, phone, data) to ensure optimal system functionality.		
8.	Monitoring license and permit renewals and/or modifications (e.g., Federal Communications Commission, Air Quality Management District, California Environmental Quality Act (CEQA)) to ensure existing licenses or permits are obtained in a timely manner.		
9.	Developing specifications to acquire telecommunications equipment or services for clients.		
10.	Initiating work authorization requests for the timely repair, installation, and efficient operation of telecommunications systems throughout the State.		
11.	Reviewing and/or monitoring the work authorization process to ensure the timely repair, installation, and efficient operation of telecommunications systems throughout the State.		

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12.	Monitoring the installation of new telecommunications systems, equipment, and services based on operational needs using project management methods and tools, input from management and vendors, to ensure adherence to action plans, schedules and/or resources.		
13.	Monitoring the transfer of incoming/outgoing equipment for specific projects with vendors and department warehouses to ensure appropriate installation, testing, repair and/or removal from service.		
14.	Coordinating with stakeholder teams (e.g., vendors, staff, clients) to ensure the timely and appropriate installation and functionality of telecommunications systems.		
15.	Reviewing and evaluating the work of vendors and/or internal staff (e.g., fiscal, engineer) to ensure the effective, technical, and compatible resolution of telecommunications service problems.		
16.	Performing oversight and risk analysis of projects and deadlines to ensure delivery of services meet operational, scheduling, and budgetary requirements.		
17.	Assisting in the development of program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.		
18.	Completing and evaluating telecommunications final project documentation to close out projects.		
19.	Developing reports (e.g., management reports, project reports, cost/benefit analysis reports, inventory) in accordance with departmental policies and procedures.		

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20.	Developing documents (e.g., issue papers, white papers, feasibility study reports) to identify the scope and complexity of identified problems and propose recommendations and solutions.		
21.	Evaluating statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and consistent with project/contract requirements.		
22.	Developing action plans and/or schedules to coordinate installation of telecommunications systems, equipment, and services based on operational needs.		
23.	Resolving client complaints and/or problems related to telecommunications systems, policies, and procedures, to ensure operational efficiency and customer satisfaction.		

**Telecommunications Systems Manager I (Specialist), KSA Based Questions**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

<b>ITEM #</b>	<p><b>Years of experience</b>                      I have applied this knowledge or ability for:                      More than 5 years                      More than 3 years and up to 5 years                      More than 1 year and up to 3 years                      More than 6 months and up to 1 year                      0 to 6 months</p>	<b>EXPERIENCE</b>
24.	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.	
25.	Knowledge of the design, uses, and functions of telecommunications equipment (e.g., radios, microwave, satellite, voice, data) in order to verify equipment and complete other work related tasks.	
26.	Knowledge of transmission mediums, switching, and operation of telecommunications systems to complete work tasks.	
27.	Knowledge of telecommunications organizations, standards, and government codes (e.g., National Telecommunications Industry Association, Association of Public Safety Communications Officials, National Emergency Number Association) regarding telecommunications systems.	
28.	Knowledge of Federal Communications Commission and/or California Public Utilities Commission rules and/or regulations regarding telecommunications system operations.	

ITEM #	<b>Years of experience</b> I have applied this knowledge or ability for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months	<b>EXPERIENCE</b>
29.	Ability to monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.	
30.	Ability to coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.	
31.	Ability to write technical and detailed documents (e.g., specifications, reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations, and other relevant information.	
32.	Ability to read and comprehend technical manuals, system diagrams, site drawings, manufacturer's specifications, and troubleshooting guidelines used in the installation and repair of telecommunications equipment.	
33.	Ability to consult with staff, clients, agencies, the public and private entities regarding telecommunications related issues and/or projects.	
34.	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) for completing budget and/or invoice related tasks.	