Information Systems Technician
7500 – 1360 – 0PB53

Department(s):	CalHR/Statewide
Opening Date:	5/13/2011
Final Filing Date:	Continuous
Type of Examination:	Servicewide Open
Salary:	Monthly-Ranged-Salary - $2,480.00 - $3,737.00
Tenure/Time-base:	Permanent Full-time
	Permanent Part-time
	Permanent Intermittent
	Limited Term Full-time
	Limited Term Part-Time
	Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for six (6) months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

SALARY INFORMATION

$2,480.00 - $3,737.00

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list

in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

EITHER I

Two years of work experience performing duties comparable to those of an Office Assistant (Range B) in the California state service and at least three semester units or four quarter units from a recognized college or university in information technology-related coursework.

OR II

One year of experience performing a variety of technical duties in support of an information technology system [includes learning and performing a variety of the technological duties supporting information technology systems, such as data management; procedure writing; writing job setup instructions; performing program librarian functions; doing other related duties in support of the systems analysis programming and machine operations effort of an information technology system; conducting on-the-job training for system users, facilitating system utilization, communicating on a regular basis with system users, operating all components of the information technology system and peripheral equipment (except mainframe consoles), and requesting service on equipment as needed].

OR III

Twelve semester units or eighteen quarter units from a recognized college or university in information technology-related coursework or equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)

POSITION DESCRIPTION

This deep class includes ranges comprising the entry, trainee, journeyperson, and working lead-person levels in this series. Incumbents in lower ranges of the class work under close supervision learning and performing a variety of the less complex technological duties supporting information technology systems, such as, but not limited to, data management; procedure writing; writing job setup instructions; performing program librarian functions; doing other related duties in support of the systems analysis, programming, and machine operations effort of an information technology system; conducting on-the-job training for system users, facilitating system utilization, communicating on a regular basis with system users, operating all components of the information technology system and peripheral equipment (except mainframe consoles), and requesting service on equipment as needed.

As training progresses, incumbents of the class work under general supervision performing a variety of duties supporting information technology systems, such as, but not limited to, assisting with the conduct of classroom instruction for system users and preparing lesson guides and evaluating the users' progress; providing user support in methods of system use in producing work more effectively and efficiently; developing and maintaining data guidance procedures; setting up job streams and utility programs; preparing and coordinating processing schedules and changes; coordinating teleprocessing networks and/or systems; installing new software and software upgrades on stand alone microcomputers; acting as technical consultant and troubleshooter on stand alone information systems; and performing other related duties supporting information systems.

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

Click here to preview the Training and Experience Evaluation.

TRAINING AND EXPERIENCE EVALUATION SCOPE:

Knowledge of:

1. Microsoft Office applications.
2. Windows operating system to open files, create folders, copy, transfer, and backup data.
3. How to correctly connect and operate peripherals (i.e. keyboard, mouse, etc.).
4. Cable types to assemble or disassemble the necessary computer components.
5. Hardware components to assemble or disassemble the necessary computer components.
6. Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
7. Security analysis and design to ensure the security of the organizational environment.
8. Data access methods.
9. Basic backup and recovery techniques to protect and maintain data integrity.
10. Operating systems, applications, networking components, and their interrelationships in order to accurately assess the functionality of a system.
11. Personal computer troubleshooting techniques in order to assess and resolve problems.
12. Client/server troubleshooting techniques in order to assess and resolve problems.
13. File Transfer Protocol (FTP) to manage, transfer, and backup data.
14. Principles of networking technologies in order to accurately assess system functionality.
15. Information security rules and regulations to ensure compliance.
16. Software application deployment methods in order to ensure application efficiency.
17. Site/equipment security planning methods and resources to ensure proper security measures.
18. Quality assurance and quality control methodologies.
19. Organizational strategies and time management practices in order to maintain workflow and meet deadlines.

Ability to:

1. Perform system management processes using system tools to diagnose problems.
2. Comply with internet/intranet standards in the development of Information Technology (IT) solutions.
3. Troubleshoot and identify system problems to help in problem resolution.
4. Disconnect and reconnect computers to ensure environment functionality and efficiency.
5. Uninstall and install equipment by moving files, installing software, and connecting peripherals.
6. Prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.
7. Retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting, and other business functions.
8. Coordinate with customers, management, and staff on project issues and status.
9. Identify, monitor, and resolve problems with Information Technology (IT) systems hardware,

software, and processes.

10. Follow written and verbal instructions accurately for successful completion of tasks.
11. Analyze information and take appropriate action to resolve issues or problems.
12. Analyze information and situations to develop effective solutions and draw sound conclusions based on relevant information.
13. Define alternative solutions to current problems.
14. Prioritize problem resolutions in order to ensure system solution requirements are met.
15. Work under pressure to meet deadlines and service levels.
16. Edit and proofread written documents to identify errors and ensure accuracy of content and proper spelling, grammar, and sentence structure.
17. Draft written correspondence using proper spelling and grammar to communicate with co-workers, management, staff, and others.
18. Read and interpret reference materials to make decisions and provide information.
19. Communicate in writing to convey information.
20. Orally communicate in person and over the phone to convey information.
21. Establish and maintain cooperative working relationships with others to participate on projects, communicate with teammates, users, management, and others.
22. Use diplomacy and tact when dealing with fellow employees, the public, and other governmental entities to ensure cooperation and good relations.
23. Listen effectively in order to obtain relevant information.
24. Justify the need for additional resources in order to complete projects in a timely manner.
25. Perform basic mathematical operations (e.g., addition, subtraction, multiplication).
26. Work independently to effectively solve problems, meet deadlines, and keep abreast of current industry trends.
27. Successfully multitask and manage multiple projects and assignments concurrently.
28. Be flexible and adaptive to changes in schedules, procedures, and workloads.

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through the California Department of Human Resources. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
Attn: Examination Services
1515 "S" Street, Ste. 400
Sacramento, CA 95811
1-866-844-8671
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at http://jobs.ca.gov/Job/VeteransInformation, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

Click here to go to the Training and Experience Evaluation.