Associate Systems Software Specialist (Technical)

Agency Code: 7500 – Class Code: 1585 – Exam Code: 1PB10

Opening Date: June 16, 2011
Closing Date: December 29, 2017

This examination is de-activated at this time.
Examinations will be released early 2018.

For candidates who took the examination prior to December 29, 2017, you may access your results at: https://www.jobs.ca.gov/CalHRPublic/Login.aspx?ExamId=1PB10

ELIGIBLE LIST INFORMATION

An open, service wide eligible list will be established by the California Department of Human Resources for use by the <dept name or "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 <length of eligibility> 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

EITHER I

One year of experience in the California state service performing duties comparable to a Programmer II, which must include the performance of duties such as coding, designing, modifying, installing, evaluating, and maintaining computer software.

OR II

Eighteen months of progressively responsible experience in information technology systems study, design, and/or programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent planning and software development, systems analysis, or systems programming (software) work.

OR III

Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

POSITION DESCRIPTION

ASSOCIATE SYSTEMS SOFTWARE SPECIALIST (TECHNICAL)

Under supervision, independently performs assigned systems programming (software) work; and/or acts as leadsperson over others performing systems software work; and/or participates on software project teams. This is the full journey level.

Classes in this series are used to analyze, design, code, implement, maintain, and evaluate computer software: this includes, but is not limited to, operating systems, control systems, proprietary software packages, telecommunications software, and database management software. These classes are also used as technical advisors to act as consultants to other information technology personnel in solving system problems and achieving the best use of available hardware and software resources; to act as lead person or supervisor over other personnel; the classes are also used to coordinate and ensure effective operations of complex multiple hardware and software configurations; and to do other related work.

Computer software encompasses operating systems and utilities, telecommunications software, database management systems, special purpose vendor-supplied package software, special purpose control systems, and includes, but is limited to, both modified vendor-supplied systems and systems specifically developed by the user.

Positions currently exist in Alameda and Sacramento Counties.

EXAMINATION INFORMATION

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.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software
2. Procedures and requirements to implement and validate hardware or software installations
3. Various system data gathering and analysis techniques for troubleshooting and diagnostics
4. Customer service practices to effectively represent the organization while assisting customers

Ability to:

1. Analyze data and situations logically to troubleshoot problems and make recommendations
2. Install and upgrade hardware or software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems)
3. Read and understand technical documents in order to install and configure hardware or software
4. Read and interpret reference materials to make decisions and provide recommendations.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

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
Sacramento, CA 95811

1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY
device.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the testing

department three weeks after the Final Filing Date if he/she has not received his/her notice.

]**If a candidate's notice** of written test fails to reach him/her 3 days prior to their scheduled appointment., he/she must contact CalHR at 1-866-844-8671.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov 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 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.

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: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is

available **online** and at the Department of Veterans Affairs.

Bulletin Revision Date:

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.

Additionally, if you have a disability please select the "Reasonable Accommodations" box during the self-scheduling process.