

\*\*\*This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click the “Click here to go to the Internet exam” link at the bottom.\*\*\*

## **Associate Systems Software Specialist (Technical)**

### **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 Associate Systems Software Specialist (Technical) 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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**Section 1: Task Ratings**

**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.

<b>ITEM #</b>	<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>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b>          I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b>          I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b>          I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b>          I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b>          I have no knowledge of how to perform this task or what it may entail.</p>
<b>1</b>	Testing hardware/software systems (e.g., new releases, new products, patches/fixes) to ensure functionality, using resources such as test plans and vendor supplied tools.
<b>2</b>	Installing hardware/software systems (e.g., new releases, new products, patches/fixes) to meet customer requirements.

<b>ITEM #</b>	<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>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b> I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b> I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b> I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b> I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b> I have no knowledge of how to perform this task or what it may entail.</p>
<b>3</b>	Automating the installation of software products using tools such as scripts, macros, programs, etc.
<b>4</b>	Modifying programs, scripts, macros etc. to create repeatable processes.
<b>5</b>	Modifying existing software configuration to correct errors, adapt it to new hardware, or upgrade interfaces and improve performance.
<b>6</b>	Configuring user access controls to maintain system security and ensure compliance with security requirements.
<b>7</b>	Monitoring user access controls to maintain system security and ensure compliance with security requirements.
<b>8</b>	Adjusting system parameters or configurations to meet performance and availability requirements.
<b>9</b>	Monitoring systems to ensure compliance within expected performance requirements.
<b>10</b>	Monitoring system utilization to identify capacity needs.
<b>11</b>	Documenting changes to systems' hardware/software to maintain current configuration documentation.
<b>12</b>	Researching solutions to product errors using various knowledge based resources.

<b>ITEM #</b>	<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>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b>          I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b>          I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b>          I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b>          I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b>          I have no knowledge of how to perform this task or what it may entail.</p>
13	Diagnosing and documenting system malfunctions using available diagnostic tools.
14	Providing backup and restoration to Information Technology (IT) systems to ensure system availability (e.g., disaster or operational recovery).
15	Providing technical input to the development of disaster and operational recovery plans and procedures.
16	Researching hardware/software system releases, features, products, knowledge bases, patches/fixes, etc. to make recommendations that satisfy business requirements, security requirements and architectural standards.
17	Developing training materials to educate customers on software/hardware capabilities and use.
18	Drafting technical documentation to meet business and operational requirements.
19	Collecting system requirements in collaboration with customers to improve information technology processes.
20	Analyzing and recommending resolutions for conflicting work priorities.

**Section 2: KSA Ratings**

**Instructions:**

Using the rating scale 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:</p> <ul style="list-style-type: none"> <li>More than 5 years</li> <li>More than 3 years and up to 5 years</li> <li>More than 1 year and up to 3 years</li> <li>More than 6 months and up to 1 year</li> <li>0 to 6 months</li> </ul>
<b>21</b>	Knowledge of various system data gathering and analysis techniques for troubleshooting and diagnostics.
<b>22</b>	Ability to analyze data and situations logically to troubleshoot problems and make recommendations.
<b>23</b>	Ability to develop effective solutions to assist with application and performance issues.
<b>24</b>	Ability to install and upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems).
<b>25</b>	Knowledge of procedures and requirements to implement and validate hardware/software installations.
<b>26</b>	Ability to read and understand technical documents in order to install and configure hardware/software.
<b>27</b>	Ability to plan, coordinate, and schedule hardware/software installation activities to meet assigned deadlines.
<b>28</b>	Knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
<b>29</b>	Ability to read and interpret reference materials to make decisions and provide recommendations.
<b>30</b>	Ability to communicate effectively to explain issues and solutions to customers, managers, team members, vendors, etc.
<b>31</b>	Ability to communicate effectively in writing to convey information.

<b>ITEM #</b>	<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>32</b>	Knowledge of customer service practices to effectively represent the organization while assisting customers.