

# JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL  
LEGISLATIVE DATA CENTER



## INFORMATION TECHNOLOGY ANALYST INFORMATION TECHNOLOGY SPECIALIST I, RANGE B-TWO (2) POSITIONS (6LC04) (EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)

JOB LOCATION: **SACRAMENTO, CALIFORNIA**  
FINAL FILING DATE: **MARCH 4, 2016**

SALARY: **\$3,353 - \$4,195**

### Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

### Your Role

The candidate will work within a team of IT analysts, specializing in, but not limited to a variety of analytical and technical activities in support of the Legislative Data Center (LDC) infrastructure. The candidate will provide maintenance and problem analysis for production environments; backup and recovery processing; testing, scheduling and implementing application and system software enhancements; monitoring and problem resolution for the production computing environment, host computer activities, job processing, client/server computer systems, and computer room environmental and peripheral equipment. The candidate will be placed on one of two (2) shifts (swing and grave shifts) and may work a five (5) day work week that will include Saturday and/or Sunday. The candidate is required to be flexible in his/her working hours and work overtime in order to assist in providing 24/7 coverage to meet LDC's customers' business needs. In addition, this candidate will provide support for systems within this team with a desire to learn and develop their IT skills and knowledge base on the California Legislative process and business. This role requires constant communication, both verbal and written, with team members throughout the organization. The ideal individual will be one that strives for excellence in both IT and customer/client satisfaction.

### Your Expertise

- Knowledge in technologies such as Microsoft Exchange, IBM mainframe, client/server systems, and Microsoft Outlook
- Working knowledge of FTP, SFTP, TSO ISPF, JES2 and Control-M or similar scheduling applications and best practices
- Familiarity with monitoring tools, such as VMware, HPSIM, SCOM, Nagios and TSM Manager principles and technologies
- Experience working in a Microsoft Office Suite applications, such as Excel, Word, Access
- Knowledge of z/OS mainframe, Window, UNIX and USS environments best practices and principles
- Customer service oriented/focused with a passion for problem solving and engineering solutions based on customer requirements and business needs

### Your Responsibilities

- Perform a variety of analytical and technical activities in support of the Legislative Data Center (LDC) infrastructure
- Perform daily validations for various applications and systems
- Perform maintenance upgrades and patching after hours
- Daily administration and monitoring of critical infrastructure servers and services
- Professional and personable demeanor, with excellent communication skills
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a schedule of work to ensure project scheduled, daily deliverables are completed within agreed timeframes

### Minimum Qualifications

A minimum of six (6) months of experience being responsible for the availability of IBM mainframe, client/server systems, subsystems and applications. A minimum of six (6) months of experience in programming, debugging and trouble-shooting. Experience with FTP

**Exam Code: 6LC04**

**Bulletin Release Date: 02/04/16**

and SFTP, TSO ISPF, JES2 and Control-M or similar scheduling applications. Experience with monitoring tools, such as VMware, HPSIM, SCOM, Nagios and TSM Manager. Demonstrated experience in monitoring system backups, computer room environmental equipment and managing and maintaining production data processing environments. Demonstrated experience using Microsoft Office Suite applications, such as Outlook, Excel, Word, and Access. Working knowledge and experience with z/OS mainframe, Windows, UNIX and USS environments. Ability to create a service-oriented culture among organizational entities and staff to provide a high level of service to customers. Demonstrated ability to resolve problems in a quick and efficient manner. Ability to execute precise actions through appropriate communications and change controls. Ability to accurately read, interpret and follow written and verbal instructions and procedures. Writing skills to create professional data processing documents including, but not limited to: problem analyses, status reports, business letters, procedures and system and process documentation. Excellent oral and written communication skills to effectively communicate with managers, leads, customers, staff and vendors. Ability to prioritize assignments and multitask. Ability to analyze data and situations effectively, reason logically and creatively, draw valid conclusions, develop effective solutions and use a variety of analytical techniques and resources to resolve problems. Ability to learn, interpret, and apply new technologies to information technology problems. General knowledge of principles, capabilities, procedures and operation of electronic computer systems and related peripheral equipment. General knowledge of multiple platform operating systems and subsystems messages and commands to monitor and operate the systems. Ability to handle stressful situations in a professional manner. Ability to manage workload and meet deadlines. Ability to work as a team member to accomplish group projects and assignments.

## Desirable Qualifications

Ability to independently initiate and/or participate in a project team. Skill to write technical documentation and specifications in a clear and technically proficient manner. Experience with RACF guidelines and policies. Knowledge of the Legislative business environment and its business practices. Knowledge of UNIX administration, Exceed, shell scripting and web application administration. Experience with cross-platform support. Ability to collaborate within and outside the team with a focus on continuous improvement of every relationship. Demonstrated experience planning assignments and monitoring performance according to priorities. Ability to handle interruptions and changes in priorities without losing productivity. Demonstrated ability to develop creative solutions to problems, and tackle issues in a self-motivated manner in line with the direction of the team and the organization. Demonstrated knowledge of web standard and technologies, including HTML and JavaScript. Knowledge of the Office of Legislative Counsel's mission, vision and values. Possess strong attention to detail and a commitment to delivering the most correct data content and availability.

### WHO MAY APPLY

**Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.** This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

### HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: K. Zanzi, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, March 4, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC04 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Helen Eugene Jr. at (916) 341-8675. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

**SELECTION INFORMATION:** The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. 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.

**OTHER RELATED INFORMATION:** The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

**THIS IS A COMPETITIVE PROCESS.** If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

**INTERVIEW SCOPE:** If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will 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 experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

CALIFORNIA RELAY SERVICE: TDD PHONE (800) 735-2929 VOICE PHONE (800) 735-2922