

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



DESKTOP SUPPORT REPRESENTATIVE INFORMATION TECHNOLOGY SPECIALIST I, RANGE D (6LC17) (EQUIVALENT TO: ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST))

JOB LOCATION: SACRAMENTO, CALIFORNIA
FINAL FILING DATE: JUNE 24, 2016

SALARY: \$4,832 - \$6,354

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

Under the general direction of an Information Systems Supervisor IV and an ITS II Lead, the candidate will be a highly proficient and extremely knowledgeable support specialist and project frontrunner in support of the Legislative Data Center, Legislative Counsel Bureau, LT. Governor's Office, and other Public Offices performing a broad range of complex customer support and assistance tasks. The candidates will perform business analysis, personal computer installations, training, and testing of moderate to high complexity to ensure the functionality and performance of complex business applications. The candidate will provide technical support to Members of the Assembly and Senate, including high-profile support staff and test software and equipment changes prior to installations, install personal computers, develop user procedures and documentation, provide oversight responsibilities to insure that problems are resolved in a timely fashion, and serve as a project team member for the development and implementation of new data processing services.

Your Expertise

- Extensive experience working closely with team members and providing excellent customer support
- Proven analytical and problem-solving skills
- Extensive experience installing and troubleshooting hardware and software
- Extremely proficient to be able to recognize enterprise issues such as system issues
- Passion for technology and a desire to expand upon existing technical skills

Your Responsibilities

- Provide customer support at the State Capitol and district offices throughout California
- Install and troubleshoot hardware and software
- Document incidents and requests using ticketing application
- Write instructions and provide one on one training to customers
- Move and install equipment
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a strict schedule of work to solve issues timely and meet customers' business needs
- Work extended hours, evenings, weekends and on-call hours as needed
- Travel by plane or vehicle with a valid California driver's license
- Be able to lift up to 35 pounds

Minimum Qualifications

A minimum of five (5) years of experience in providing IT field support to configure, install, and integrate computer systems and workstations on a network or All-embracing IT certifications, such as A+, CCNP, PMP, MCSE, CCNA, HDI, Etc. or equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. Demonstrated ability to analyze and resolve PC problems related to operating systems, off the shelf and internal applications, and network products in a multi-vendor environment. Experience in configuring, troubleshooting, and integrating mobile

devices such as IOS, android devices, and tablets. Proven skill to instruct a customer in the use of such devices. Widespread experience with remote access such as VPN or exchange active sync. Widespread experience in providing remote support and services to customers. Experience in documenting tickets using a ticket tracking system tool. Extensive knowledge of Microsoft Office. Ability to organize and prioritize work to complete assignments within tight and strict timelines. Ability to establish and maintain good working relationships with customers, vendors, other staff, and managers. Well-developed communication skills both oral and written. Ability to work effectively within and contribute to a high performance team environment.

Desirable Qualifications

Leadership experience managing a team, project experience as a member of an IT team, and knowledge of information security, asset management, deployment processes, and large scale hardware/software refresh programs. Knowledge of network and exchange services. Knowledge of the capabilities of information technology hardware and software. Ability to recommend solutions to meet customers' expectations. Knowledge of the Legislature's business needs to leverage Information Technology solutions and services.

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: H. Chu, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, June 24, 2016 or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC17 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 Fernando Gastelum at (916) 341-8850. 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