

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



INFORMATION SYSTEMS MANAGER (6LC43) - FOUR (4) POSITIONS (EQUIVALENT TO: DATA PROCESSING MANAGER III)

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **NOVEMBER 30, 2016**

SALARY: **\$7,665 - \$9,138**

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 Information Systems Manager plans, organizes, and directs all activities associated with the customer relationship management, product and service management, and Information Technology (IT) consulting and support of major computer systems and services that are critical to support the business functions of an IT Section. The Manager consults with Executive Management, Legislative Rules Committees, Members, and high ranking staffs to ensure operating and project budgets and project plans are understood and are consistent with the business objectives of the Legislature; makes presentations to Executive Management, Legislative Rules Committees, Members, and high ranking staffs and participate as members of the LDC's management team in development of policies and procedures. The Manager's responsibilities have extreme impact on the business success of the LDC. The incumbents will be required to work outside of normal business hours when necessary and carry a mobile device.

Your Expertise

- In-depth knowledge of the Legislature's business processes to develop IT solutions that meet their business needs
- In-depth knowledge of the customers' business and IT needs to determine how the IT architecture of the LDC can be utilized to service their needs
- In-depth knowledge of formulating policies and recommendations for Executive Management
- Fully developed knowledge of state personnel practices to effectively perform personnel administration of staff resources
- Knowledge of IT security best practices and principles
- Customer service oriented/focused with a passion for problem solving and engineering solutions based on customer requirements and business needs
- Professional and personable demeanor, with excellent communication skills

Your Responsibilities

- Create a service culture among organizational entities and staff to provide a high level of service to customers
- Provide IT solutions and services that meet the customers' needs and fit into the IT architecture of the LDC
- Ensure use of project management principals to complete projects on time
- Keep up to date on the latest advancements in emerging technologies
- Make effective presentations to executive management, staff, customers, contractors and vendors
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a schedule of work to ensure project scheduled and deliverables are completed within agreed timeframes
- Be reachable 24/7 via cellular phone as needed

Minimum Qualifications

Demonstrated ability to create a service culture among organizational entities and staff to provide a high level of service to customers. Ability to establish a good working relationship with the other managers, customers, and vendors that culminates in successfully meeting customers' expectations of products and services. Ability to balance competing interests of internal and external stakeholders. Ability to work and get along with others, including peers, customers, team members and managers to produce the assigned work products by due dates. Ability to identify IT stakeholders and establish a business relationship to effectively collaborate, coordinate, and negotiate IT services with them. Excellent oral and writing communication skills, including making effective presentations, to effectively

communicate with management, staff, customers, contractors and vendors. High level skills in planning, organizing, directing and controlling to effectively utilize staff resources in completing work assignments and projects. Knowledge of human behavior and motivation techniques to create a high performance work environment. Ability to think tactically and strategically to provide information technology solutions and services that meet the customers' needs and fit into the IT architecture of the Legislative Data Center. In-depth knowledge of project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur. Knowledge of and experience in using financial management practices to ensure costs do not exceed budget allotments. Ability to learn, interpret, and apply new technologies to IT problems. Familiar with product management practices to ensure product development stays on schedule and appropriate action is taken when problems occur. Must be able to work under pressure and meet deadlines.

Desirable Qualifications

In-depth knowledge of the Legislature's business processes to develop IT solutions that meet their business needs. In-depth knowledge of the customers' business and IT needs to determine how the IT architecture of the LDC can be utilized to service their needs. In-depth knowledge of formulating policies and recommendations for Executive Management. Fully developed knowledge of state personnel practices to effectively perform personnel administration of staff resources.

WHO MAY APPLY

Applicants must have a permanent civil service appointment with the Office of Legislative Counsel or qualify under the provisions of Government Code Section 18990, 18991 or 18992 and need to meet the Minimum Qualifications listed in this bulletin. It is your responsibility to make sure that you meet the minimum qualifications. 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 these advertised positions. 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., Wednesday, November 30, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC43 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 these positions. Technical questions regarding the positions may be directed to Tracy Fong at (916) 341-8750. 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