



## INFORMATION TECHNOLOGY ASSOCIATE

**Exam Code: 7PB33**

**Department: State of California**

**Exam Type: Servicewide, Open**

**Final Filing Date: Continuous**

### CLASSIFICATION DETAILS

**Information Technology Associate** – Range A: \$3,728 - \$4,996 per month  
Range B: \$4,098 - \$5,492 per month  
Range C: \$4,481 - \$6,005 per month  
Range D: \$4,928 - \$6,604 per month

### APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

**Once you have taken this examination, you may not retake it for nine (9) months.**

#### **How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

#### **Special Testing Arrangements:**

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street

Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

## MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

### INFORMATION TECHNOLOGY ASSOCIATE

Eighteen months as an Information Technology Technician; **or**

Two years of general information technology experience performing technical, analytical, or support tasks for computer systems or services in any of the [six domains](#) or emerging information technology fields; **or**

60 semester units (or 90 quarter units) from an accredited college or university **including** at least 15 semester units (or 22.5 quarter units) of information technology or [closely related course work](#); **or**

Any equivalent combination of experience and education.

When using education to meet minimum qualifications, education must include the specified information technology or [closely related course work](#).

## POSITION DESCRIPTION

### INFORMATION TECHNOLOGY ASSOCIATE

Under general supervision, incumbents typically perform a variety of recurring, well-defined tasks requiring occasional innovative problem-solving within guidelines and a scope that may encompass one or more units, functions or processes in the Business Technology Management, Client Services or Software Engineering domains.

Incumbents may execute guidelines for technology governance and process improvement; track, monitor, and audit information technology assets; analyze, develop and document business processes; formulate, deliver, and coordinate end user training; resolve client incidents or requests; install, configure, maintain, and troubleshoot applications; research and analyze new client technologies; develop and update controls to ensure availability of systems and databases; maintain software product

documentation; design, develop and implement software that adheres to organizational enterprise requirements; create, enhance, and maintain information technology software solutions; gather, document, and review system requirements and specifications; and test, debug, and evaluate software systems functionality.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

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. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

### **Knowledge of:**

- Information technology concepts, practices, and principles to provide a foundation for technology related work.
- Principles, techniques, and procedures related to the delivery of information technology services.
- The System Development Lifecycle including the associated methodologies, tools, and processes.
- The organization's business processes and procedures.
- Education tools and techniques.
- Performance monitoring tools and techniques.
- Data administration techniques and best practices.

### **Ability to:**

- Perform research and data gathering.
- Analyze information and evaluate results to choose the best solution and solve problems.
- Communicate effectively verbally and in writing as appropriate for the needs of the audience.
- Utilize reporting tools to develop and analyze statistical reports.
- Interpret and explain technical information to non-technical individuals.

- Interpret customer requests to meet service needs and resolve problems.
- Provide customer service.
- Work cooperatively with staff at all levels.
- Proficiently use computers and productivity software.
- Understand and align technology proposals with business needs.
- Use initiative.
- Act independently with flexibility and tact.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Perform technical analysis of proposed technology solutions.
- Comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities.
- Serve as a technical liaison.
- Develop and effectively utilize all available resources.
- Develop end-user training materials.
- Gather data to perform statistical analysis and report outcomes.

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Information Technology Associate** classification will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. **Eligibility expires twelve (12) months after it is established.** Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

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.

## EXAMINATION INFORMATION

[Preview Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

Take the examination for the [INFORMATION TECHNOLOGY ASSOCIATE](#) classification.

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
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## EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

## **DRUG-FREE STATEMENT**

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

## **GENERAL INFORMATION**

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) 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 laws and rules and all applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, 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) servicewide promotional, 5) departmental open, 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.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.