



## Information Technology Supervisor 2

**Exam Code: 7PB39**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

### CLASSIFICATION DETAILS

Information Technology Supervisor 2 –\$6,426-\$8,611 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 Supervisor 2

Two years of experience as an Information Technology Specialist I; or

One year of experience as an Information Technology Supervisor I; or

Five years of information technology experience, two years of which shall include experience in a lead or supervisory capacity performing a variety of progressively responsible technical, analytical and/or supervisory tasks for computer systems or services in one or more of the [major six domains](#) or a closely related or emerging information technology field.

A bachelor's or higher degree from an accredited college or university may substitute for three years of the required general information technology experience. An associate's degree from an accredited college may substitute for one and a half years of the required general information technology experience. Only one degree may be used for substitution.

When using education to meet minimum qualifications, education must include 15 semester units (or 22.5 quarter units) of information technology or [closely related course work](#).

## POSITION DESCRIPTION

### Information Technology Supervisor 2

This is the full supervisory level. Under general direction, incumbents plan, organize, and direct the work of one or more information technology programs or units, and may occasionally perform the most difficult or sensitive work. This level directly or indirectly supervises all lower level information technology and support staff performing work in any domain or combination of domains. At this level, incumbents may also: identify, document and monitor defined service levels and performance management standards; manage contracts; ensure compliance to project management standards; develop scope of work; and participate in vendor/product solution evaluation and selection.

## 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:**

- 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.
- Information technology concepts, practices, and principles to provide a foundation for technology related work.
- Information technology governance principles and guidelines to support decision making
- Complex and mission critical business processes and systems
- Principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices
- System specifications design, documentation, and implementation methodologies and techniques
- The principles of personnel management, supervision, and training
- The organization's mission, policies, principles and practices
- Business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources
- Principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management
- Organizational roles and responsibilities and the ability to tailor training appropriately
- Principles and practices of employee supervision, development, and training

- A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion
- Maintaining a work environment which is free of discrimination and harassment
- Principles of personnel management, supervision, and training
- The department's Equal Employment Opportunity objectives
- A supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives

**Ability to:**

- 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.
- 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.
- Formulate and recommend policies and procedures
- Perform effectively in a fast-paced environment with constantly changing priorities
- Establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations
- Apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems
- Positively influence others to achieve results that are in the best interests of the organization
- Consider the business implications of the technology to the current and future business environment
- Communicate change impacts and change activities through various methods
- Conduct end-user training

- Collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements
- Assess situation to determine the importance, urgency, and risks to the project and the organization
- Make decisions which are timely and in the best interests of the organization
- Provide quality and timely ad hoc project information to executives, project team members, and stakeholders
- Develop decision making documents
- Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs. Supervise technical personnel; plan, administer, and monitor expenditures
- Assess, analyze, and identify IT policy needs
- Establish cooperative relationships and gain support of key individuals to accomplish goals
- Plan, coordinate, and direct the activities of multi-disciplinary staff
- Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment
- Effectively contribute to the department's Equal Employment Opportunity objectives

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Information Technology Supervisor 2 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 Supervisor 2](#) 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  
Phone: (866) 844-8671  
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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.