



Telecommunications Systems Analyst 1

Exam Code: 0PB1001

Telecommunications Systems Analyst 2

Exam Code: 0PB1002

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Telecommunications Systems Analyst 1 – \$3,186.00 - \$5,438.00 per month.

Telecommunications Systems Analyst 2 – \$4,975.00 - \$6,542.00 per month.

View the [classification specification](#) for the Telecommunications Systems Analyst 1 and 2 classifications.

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 **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 16th Street
Sacramento, CA 95814

Phone: (866) 844-8671

Email: 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.

Telecommunications Systems Analyst 1

EITHER 1

One year of experience performing telecommunications systems work which shall have included analyzing and making written reports or recommendations on radio/microwave and/or wire service staffing or systems.

AND

Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

OR 2

Four years' experience in the California state service coordinating, operating, and/or maintaining telecommunications systems, such as performed by incumbents in the classes of Supervising Telephone Operator, Radio Dispatch Supervisor, or Communications Supervisor, California Highway Patrol.

OR 3

Six months of experience performing the duties of a Management Services Technician, Range B, in a State service telecommunications operation.

OR 4

Two years' experience in the California state service in a formal telecommunications training and development assignment to a class equivalent to Management Services Technician. (Incumbents with 12 months' experience in a formal telecommunications training and development assignment may compete in the examination but must complete the training program before being eligible for appointment.)

Telecommunications Systems Analyst 2

EITHER 1

One year of experience in the California state service performing the duties of a Telecommunications Systems Analyst I, Range C.

OR 2

Three years of analytical experience in planning, organizing and coordinating maintenance and upgrade activities for telecommunications systems such as radio/microwave and/or wire service systems. (Experience in California state service applied toward this requirement must include at least one year performing the duties of a class at a level of responsibility not less than that of Telecommunications Systems Analyst I, Range C.)

AND

Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

POSITION DESCRIPTION

Telecommunications Systems Analyst 1

This is the trainee and first working level in the series. Under close supervision, incumbents receive training and perform work ranging from the less complex to that of average difficulty in a wide variety of consultative, analytical, and evaluate assignments, such as program evaluation and planning, systems development, budget planning, research and management analysis, and perform other work as required to maintain and upgrade a telecommunications network. Positions are permanently allocated to this class when their major functions do not include the more independent, varied and difficult assignments found at the full journey person level.

Telecommunications Systems Analyst 2

This is the full journey person level in this series. Under direction, incumbents perform difficult telecommunications analytical work or act as lead person over staff members in connection with inventory analysis, installation, maintenance and operation of statewide telecommunications systems, and independently develop a telecommunications operational network.

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:

TELECOMMUNICATIONS SYSTEMS ANALYST 1 & 2

Knowledge of:

1. Computer applications to enter information into database(s).
2. Basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks

Ability to:

1. Use a variety of computer software applications and programs to set up and edit data (e.g., client user accounts) and complete other assigned work tasks.
2. Identify and reconcile discrepancies in data and information pertaining to program and project activities.
3. Remain calm and perform effectively in high stress situations.
4. Maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
5. Act as a liaison between local agencies, contractors, utilities, consulting firms, Federal and State staff, state management, and other entities for telecommunications related issues and or/projects via telephone, email and meetings.
6. Keep records and schematics and provide status reports of work proposed, in process, or completed.

7. Analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action.
8. Identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts.)
9. Effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
10. Work independently on projects or assignments with minimal supervision or detailed instructions.
11. Perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing budget and/or invoice related tasks.

TELECOMMUNICATIONS SYSTEMS ANALYST 2 ONLY

Knowledge of:

1. Theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
2. Design uses, and functions of telecommunications equipment (e.g. radios, microwave, private branch exchange) in order to verify equipment and complete other work related tasks.
3. Project Management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.

Ability to:

1. Monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.
2. Use computers to collect, transfer, and program data in a complex telecommunications equipment and systems.
3. Provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objective/expectations are met.
4. Write technical and detailed documents (e.g., reports project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations and other relevant information.
5. Explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public and government agencies.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Telecommunications Systems Analyst 1 and 2** classifications 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 **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](#) for the Telecommunications Systems Analyst 1 and 2 classifications.

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 [Telecommunications Systems Analyst 1 and 2](#) classification.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814
Phone: (866) 844-8671
Email: 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.

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 12th 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.