



## TELECOMMUNICATIONS SYSTEMS ANALYST 1 & 2

**5170-0PB10 TELECOMMUNICATIONS SYSTEMS ANALYST 1**  
**5171-0PB10 TELECOMMUNICATIONS SYSTEMS ANALYST 2**

**Department(s):** Statewide  
**Opening Date:** 3/29/2010 1:50:00 PM  
**Final Filing Date:** Continuous  
**Type of Examination:** SERVICEWIDE OPEN  
**Salary:** Monthly Ranged Salary  
TSA 1 - \$2,945.00 to \$5,028.00  
TSA 2 - \$4,600.00 to \$6,048.00  
**Tenure/Time-base:** Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-Time  
Limited Term Part-Time  
Limited Term Intermittent

### EEO

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.

### WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this examination at any time.

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

### FILING INSTRUCTIONS

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, please call the California department of Human Resources at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

## **SALARY INFORMATION**

Salary Range:

Telecommunications Systems Analyst 1, \$2,945.00 - \$5,028.00

Telecommunications Systems Analyst 2, \$4,600.00 - \$6,048.00

## **ELIGIBLE LIST INFORMATION**

Two merged lists will be established by the State Personnel Board for use by State agencies. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. **Eligibility expires 12 months after it is established.** Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

## **MINIMUM QUALIFICATIONS**

### **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 journeyman level.

### **TELECOMMUNICATIONS SYSTEMS ANALYST 2**

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

## **EXAMINATION INFORMATION**

Training and Experience Evaluation – Weighted 100%

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. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

## **KNOWLEDGE AND ABILITIES**

### **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.

## VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged.

## CAREER CREDITS

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.

## CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources

Attn: Examination Services

1515 "S" Street, North Bldg Ste. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**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 on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may 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 his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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) service-wide promotional, 5) departmental open, and 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.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <https://jobs.ca.gov/Public/Jobs/Veterans.aspx> and the Department of Veterans Affairs.

## TAKING THE EXAM

**When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

[Click here to go to the Training and Experience Evaluation.](#)

