



**Assistant and Associate Information Systems Analyst  
Exam Code: 9PB30**

**This multi-level examination is for:**

**Class Code: 1479 - ASSISTANT INFORMATION SYSTEMS ANALYST  
Class Code: 1470 - ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)**

Department(s): CALHR/Statewide  
Opening Date: 1/6/2010  
Final Filing Date: Continuous  
Type of Examination: SERVICEWIDE OPEN  
Salary: Monthly- Ranged- Salary- \$3,247.00 to \$6,350.00  
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 and take this Training and Experience Evaluation at any time.

**Once you have taken the Training and Experience Evaluation, you may not retake it for 6 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, contact the California Department of Human Resources (CalHR), Examination Services 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**

Monthly- Ranged- Salary

Assistant Information Systems Analyst - \$3,247.00 to \$5,280.00

Associate Information Systems Analyst (Specialist) - \$4,829.00 to \$6,350.00

## **ELIGIBLE LIST INFORMATION**

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. 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.

**Once you have taken the Training and Experience Examination, you may not retake it for 6 (six) months.**

## **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**

### **ALL LEVELS:**

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

### **ASSISTANT INFORMATION SYSTEMS ANALYST**

#### **EITHER 1**

One year of experience in the California state service performing duties comparable to an Information Systems Technician (Range C), a Computer Operator (Range C), or a Programmer I (Range B).

#### **OR 2**

One year of progressively responsible analytical experience in performing a variety of information technology systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks, including independent analysis in one or more of these areas.

#### **OR 3**

Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology-related coursework.

### **ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)**

#### **EITHER 1**

One year of experience in the California state service performing duties comparable to an Assistant Information Systems Analyst (Range C); Programmer II; Information Systems Technician Specialist II; Information Systems Technician Supervisor II; Computer Operations Specialist II; or Computer Operations Supervisor II.

## OR 2

Eighteen months of progressively responsible analytical experience in performing a variety of information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. At least one year of this experience must include completion of analytical studies for the support, development, installation, implementation, or procurement of information technology systems.

## OR 3

Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.

### **POSITION DESCRIPTION**

#### **ASSISTANT INFORMATION SYSTEMS ANALYST**

This is the entry and first journey level. Positions may be permanently allocated to this class when the major portion of tasks performed do not include the more responsible, varied, and difficult analytical assignments found in the journey person level. Under supervision, incumbents perform work of average difficulty in analytical studies for the support, development, installation, implementation, or procurement of information technology systems, and teleprocessing networks and/or systems.

#### **ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)**

This is the full journey level. Under general supervision, incumbents perform a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or act as a project leader on information technology system studies, and/or participate with other analysts on information technology systems studies of complex nature or broad scope.

### **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**

Knowledge:

- Knowledge of various operating systems of a personal computer (PC).
- Knowledge of personal computer troubleshooting techniques.
- Knowledge of word processing software (e.g., Word, Word Perfect). Knowledge of spreadsheet software (e.g., Excel, Lotus).
- Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise). Knowledge of customer service and customer support principles in an Information Technology (IT) environment.
- Knowledge of basic personal computer/client workstation applications and operating system software. Knowledge of general computer architecture (CPU, memory allocation, peripheral

devices, I/O, etc.).

- Knowledge of basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
- Knowledge of problem-solving techniques and processes.
- Knowledge of basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices above
- Abilities:
- Ability to interpret and analyze numerical data accurately.
- Ability to determine the accuracy of various mathematical calculations.
- Ability to identify problems, including cause and effect to ensure problems are properly addressed. Ability to identify solutions to various Information Technology (IT) environment related problems.
- Ability to analyze and evaluate data and information to formulate conclusions and courses of action.
- Ability to provide technical assistance to individuals to resolve issues and/or problems.
- Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions. Ability to analyze and evaluate situations to determine appropriate courses of action.
- Ability to adapt to changes in priorities, work assignments, and other interactions.
- Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
- Ability to work on multiple projects and/or assignments simultaneously.
- Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- Ability to adhere to established policies and procedures.
- Ability to work cooperatively and productively as a member of a team to achieve a common goal. Ability to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
- Ability to establish and maintain effective working relationships with others.
- Ability to interact with and relate effectively to individuals at all levels of an organization.
- Ability to listen to others to facilitate an open exchange of ideas and provide for effective communication.
- Ability to collaborate with others on project issues and status.
- Ability to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
- Ability to orally communicate information effectively and accurately.
- Ability to provide technical and descriptive documentation.
- Ability to read and interpret charts, diagrams, and graphs.

Additional knowledge and abilities for the Associate level:

Knowledge:

- Knowledge of operating systems, applications, networking components and their interrelationships.
- Knowledge of basic principles of Information Technology (IT), including its, current trends, methods, and practices

Abilities:

- Ability to integrate new information with existing knowledge to formulate conclusions.
- Ability to work independently on projects or assignments without close supervision or detailed instructions.

## 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 or released.

## 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, if 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.

**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 [Veterans' Preference](#) and the Department of Veterans Affairs.

**Bulletin Revision Date: 4/13/2017**

### **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.](#)**