



## STAFF and SENIOR INFORMATION SYSTEMS ANALYST SERIES

Agency Code: 7500 - Exam Code: 9PB41

This multi-level examination is for:

Class Code: 1312 STAFF INFORMATION SYSTEMS ANALYST(SPECIALIST)  
Class Code: 1316 STAFF INFORMATION SYSTEMS ANALYST(SUPERVISOR)  
Class Code: 1337 SENIOR INFORMATION SYSTEMS ANALYST(SPECIALIST)  
Class Code: 1340 SENIOR INFORMATION SYSTEMS ANALYST (SUPERVISOR)

Department(s):	CalHR/Servicewide
Opening Date:	1/25/2010 10:18:00 AM
Final File Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN
Salary:	MONTHLY-RANGED-SALARY - \$5,065.00 to \$7,465
Tenure/Time-base:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Part-Time Limited Term Intermittent

### EEO

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

### 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?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

### FILING INSTRUCTIONS

Final File Date: Continuous

**Where to Apply:** Click on 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), Examinations Unit 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**

Staff Information Systems Analyst (Specialist) - \$5,065.00 - \$6,466.00 per month

Staff Information Systems Analyst (Supervisor) - \$5,318.00 - \$6,789.00 per month

Senior Information Systems Analyst (Specialist) - \$5,571.00 - \$7,109.00 per month

Senior Information Systems Analyst (Supervisor) - \$5,850.00 - \$7,465.00 per month

## **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 scores regardless of test date. Eligibility expires 12 months after it is established. Once you have taken the Training and Experience Questionnaire, 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 announcement as of the time the exam 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.

### **STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST) STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)**

#### **EITHER I**

One year of experience in the California state service performing duties comparable to an Associate Information Systems Analyst (Specialist) or an Associate Information Systems Analyst (Supervisor).

#### **OR II**

Two years of progressively responsible analytical experience 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 or analysis of operational methods and designing information technology systems to meet desired results. At least one year of this experience must include leadership on an

information technology project, or participation with other analysts on information technology systems studies of complex nature or broad scope.

**OR III**

Thirty semester units or 45 quarter units of graduate work in information technology-related coursework from a recognized college or university.

**SENIOR INFORMATION SYSTEMS ANALYST (SPECIALIST)  
SENIOR INFORMATION SYSTEMS ANALYST (SUPERVISOR)**

**EITHER I**

One year of experience in the California state service performing duties comparable to a Staff Information Systems Analyst (Specialist) or Staff Information Systems Analyst (Supervisor).

**OR II**

Two years of experience in the California state service performing duties comparable to an Associate Information Systems Analyst (Specialist) or Associate Information Systems Analyst (Supervisor).

**OR III**

Thirty months of progressively responsible analytical experience 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, which shall have included responsibility for analyzing operational methods and designing information technology systems to meet desired results. At least one year of this experience must include leadership on complex information technology studies or systems, responsibility for resolution of complex information technology problems, or as an advanced technical specialist performing complex analytical studies.

**POSITION DESCRIPTION**

**STAFF INFORMATION SYSTEMS ANALYST (SPECIALIST)** Under general supervision, acts as a project leader on complex information technology studies or systems, works on complex information technology systems problems, and serves as the advanced technical specialist performing complex analytical studies and activities on complex information technology systems, projects, and/or teleprocessing networks/systems.

**STAFF INFORMATION SYSTEMS ANALYST (SUPERVISOR)** This is the working supervisor level. Under general supervision, supervises a small staff of analysts performing a wide variety of analytical activities in support of complex information technology systems and/or teleprocessing networks/systems.

**SENIOR INFORMATION SYSTEMS ANALYST (SPECIALIST)** Under general direction, acts as project leader on the most complex information technology systems, works on the most complex information technology system problems, and independently performs the most complex studies and activities on the most complex information technology systems and/or teleprocessing networks/systems.

**SENIOR INFORMATION SYSTEMS ANALYST (SUPERVISOR)** This is the full supervisory level. Under general direction, supervises a medium size staff of analysts performing a wide variety of analytical activities in support of the most complex information technology systems and/or teleprocessing networks/systems.

**EXAMINATION INFORMATION**

**Training and Experience Questionnaire - WEIGHTED 100.00%**

The examination will consist of a Training and Experience Questionnaire and is the sole component of the Staff and Senior Information Systems Analyst (Specialist/Supervisor) series exam. To obtain a position on

the eligible list, a minimum score of 70% must be received. Competitors will receive his/her score immediately upon completion of the Training and Experience Questionnaire.

[Click here for a preview of the Training and Experience Questionnaire.](#)

## SCOPE OF EXAMINATION

### Staff Information Systems Analyst (Specialist & Supervisor) and Senior Information Systems Analyst (Specialist & Supervisor)

#### Knowledge of:

- Customer service and customer support principles in an Information Technology (IT) environment.
- Basic personal computer components (e.g., applications, software, and various operating systems).
- Basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
- Problem-solving techniques and processes.

#### Ability to:

- Interpret and analyze numerical data accurately.
- Determine the accuracy of various mathematical calculations.
- Identify problems, including cause and effect to ensure problems are properly addressed.
- Identify solutions to various Information Technology (IT) environment related problems.
- Analyze and evaluate data and information to formulate conclusions and courses of action.
- Provide technical assistance to individuals to resolve issues and/or problems.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
- Analyze and evaluate situations to determine appropriate courses of action.
- Adapt to changes in priorities, work assignments, and other interactions.
- Integrate new information with existing knowledge to formulate conclusions.
- Prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
- Work on multiple projects and/or assignments simultaneously.
- Perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- Work independently on projects or assignments without close supervision or detailed instructions to achieve intended results.
- Identify problems related to work unit operations or work assignments to determine cause and potential impact.
- Interact with and relate effectively to individuals at all levels of an organization.
- Listen to others to facilitate an open exchange of ideas and provide for effective communication.
- Collaborate with others on project issues and status.
- Work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
- Read and interpret charts, diagrams, and graphs.
- Work independently on projects or assignments without close supervision or detailed instructions.
- Conduct meetings (e.g., information gathering sessions, status meetings) with various audiences.
- Provide technical and descriptive documentation.
- Prepare clear and concise written instructions to audiences with varying levels of understanding.
- Read and comprehend complex or technical information to interpret or explain it to others.
- Ensure assignments and activities of a team or task force are completed within established timelines.

#### Senior Information Systems Analyst (Specialist) & (Supervisor) only:

**Knowledge of:**

- System Development Life Cycle (SDLC).
- Methodologies for Information Technology (IT) analysis to evaluate a current or proposed system.

**Ability to:**

- Prepare and write documents (e.g., Feasibility Study Reports (FSR), Request for Proposals (RFP), Statements of Work (SOW), work plans, test plans).
- Manage a project ensuring that the end-product or service is delivered on schedule and within scope and established budget.
- Identify the work activities and organize a team or task force to complete a project.
- Analyze requirements (e.g., business, functional, system) to identify and eliminate ambiguity.
- Identify system design issues and/or problems in an Information Technology (IT) environment.
- Train others on IT related concepts.
- Present information to a variety of audiences.

**Staff Information Systems Analyst (Supervisor) & Senior Information Systems Analyst (Supervisor) only: Knowledge****of:**

- Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
- Leadership practices and motivational techniques to maintain a productive work environment.
- Equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.

**Ability to:**

- Develop training materials.
- Delegate work assignments at the appropriate level of responsibility.
- Assess and identify staff training needs.
- Apply and model the principles of completed staff work.

**VETERANS' PREFERENCE**

Veterans' Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 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 of this examination, 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, 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 online** at: [jobs.ca.gov](http://jobs.ca.gov) and at 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 (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 competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the Standard State Application (STD 678) and/or contact the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and 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, 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 Code 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 <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

## TAKING THE EXAM

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

[Click here to go to the Training and Experience Questionnaire for Staff and Senior Information Systems Analyst Series.](#)