



Systems Software Specialist 2 & 3 Series Exam Code: 8PB67

This multi-level examination is for:

7500-1373-8PB67-01 SYSTEMS SOFTWARE SPECIALIST 2 (TECHNICAL)
7500-1558-8PB67-02 SYSTEMS SOFTWARE SPECIALIST 2 (SUPERVISORY)
7500-1367-8PB67-03 SYSTEMS SOFTWARE SPECIALIST 3 (TECHNICAL)
7500-1559-8PB67-04 SYSTEMS SOFTWARE SPECIALIST 3 (SUPERVISORY)

Department(s):	CalHR/Servicewide
Opening Date:	12/21/2009 8:22:00 AM
Final Filing Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN
Salary:	MONTHLY-RANGED-SALARY - \$5,561.00 to \$8,187.00
Tenure/Time-base:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

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 exam 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.

ELIGIBLE LIST INFORMATION

An open eligible list will be established for all State agencies/departments. Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

MINIMUM QUALIFICATIONS

Unless otherwise stated, 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.

SYSTEMS SOFTWARE SPECIALIST II (TECHNICAL) SYSTEMS SOFTWARE SPECIALIST II (SUPERVISORY)

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or a Systems Software Specialist I (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to an Associate Systems Software Specialist (Technical).

Or III

Three years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent responsibility as a leader on systems software projects, or as a technical specialist on complex technology systems.

SYSTEMS SOFTWARE SPECIALIST III (TECHNICAL) SYSTEMS SOFTWARE SPECIALIST III (SUPERVISORY)

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist II (Technical) or Systems Software Specialist II (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or Systems Software Specialist I (Supervisory).

Or III

Four years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent leadership responsibilities on complex systems software projects, or as a high level technical specialist on the more complex systems assignments.

POSITION DESCRIPTION

SYSTEMS SOFTWARE SPECIALIST II (Technical) & (Supervisory)

Technical positions, under general supervision, act as expert specialists, a team leader on the more complex systems software projects, and/or work independently as high-level technical specialists on the more complex system assignments. Under general direction, supervisory positions supervise the more complex software systems or systems software projects.

SYSTEMS SOFTWARE SPECIALIST III (Technical) & (Supervisory)

Technical positions, under administrative supervision, work independently as the recognized technical specialist on the maintenance of the most complex software systems and software projects, conversion to the most complex computer configurations. Supervisory positions supervise projects involving conversion to the most complex configuration and /or supervise a staff of software specialist responsible for the most complex assignments.

EXAMINATION INFORMATION

The examination for the Systems Software Specialist II and III (Technical) and (Supervisory) consist of Training & Experience Supplemental Application weighted 100%. 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 Supplemental Application.

[Click here to preview the Training and Experience Supplemental Application](#)

SCOPE OF EXAMINATION

The examination for the Systems Software Specialist II and III (Technical) and (Supervisory) will be weighted 100% Training & Experience Supplemental Application and will evaluate candidates education and experience based on the following knowledge and abilities:

KNOWLEDGE AND ABILITIES

Knowledge of:

Secure n-tier architecture (e.g. web, application, database, COTS) methods to troubleshoot problems and advise users and application developers; and to design and maintain applications based on business/system requirements

1. Data gathering, sampling and analysis techniques to troubleshoot complex problems, plan for future needs, monitor system/network performance, and present information and make recommendations to managers and users.
2. Information technology systems software, programming, equipment and capabilities in order to install, maintain, and support software and recommend hardware based on application design requirements.
3. Installation processes to ensure successful hardware/software installations and troubleshooting.
4. Principles of project management in order to perform such tasks as resource management, project implementation, task management, project plan, etc.
5. Project management procurement which includes defining the scope, preparing budget/cost, determining resource requirements and schedule, performing risk analysis, in order to deliver high-quality automation systems on time and within budget.
6. Program management and supervision.

Ability to:

Work independently to complete assigned tasks, and meet deadlines and service levels.

1. Identify problems, draw valid conclusions, and develop effective solutions to troubleshoot applications and performance issues, and resolve the most complex technical problems.
2. Grasp new concepts in order to keep abreast of changes and trends in the industry.
3. Exhibit and maintain professionalism in order to communicate effectively and maintain positive working relationships.
4. Effectively communicate problems and solutions to user, managers, team members and vendors.
5. Be proactive in identifying problems, suggesting solutions, and independently resolving issues.
6. Analyze data and situations, and think logically and creatively in order to develop plans, solve problems, assist developers, make recommendations, prepare reports, and support business functions.
7. Effectively apply knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions.
8. Consider the larger business perspective in proposing and designing information technology solutions.
9. Direct the work of others in order to meet deadlines and service levels.
10. Mentor team members in order to provide the necessary technical knowledge and skill to perform effectively and productively and prepare employees for career advancement.
11. Appropriately assign workload in order to provide employees with the time, tools and training to complete the work and to control quality.

Individual applicants will be rated based upon the degree to which they possess these and other related knowledge and abilities and their relative importance to each job classification (e.g. System Software Specialist II (Technical), System Software Specialist III (Supervisory), etc.) for which they have applied.

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.

CONTACT INFORMATION

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

California Department of Human Resources
Attn: Examination Services
1515 S Street
Sacramento, CA 95811

Phone: 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 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.

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 law 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 <http://www.dpa.ca.gov/textdocs/specs/s1/s1585.txt>

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 & Experience Supplemental Application. At the end of the Training and Experience Supplemental Application, once you click "Score My Exam," it will be instantly scored.

[Click here to access the Internet Exam for Systems Software Specialist 2 and 3 Series](#)