

***This is only a **preview** of the exam statements for the Readiness Evaluation. This is not the actual Readiness Evaluation. You will be asked to respond to each statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the “Click here to go to the Internet exam” link that is at the bottom of the bulletin.

Assistant Information Systems Analyst Limited Examination and Appointment Program Readiness Evaluation

PERSONAL CHARACTERISTICS SCALE

- Excellent
- Good
- Satisfactory
- Needs Improvement

Section 1: Personal Characteristics

Instructions:

Respond to each of the following statements by indicating how your current or most recent supervisor would rate you on the following characteristics. You are required to respond to every statement by marking one option from the scale provided below.

- 1 Punctuality - always keeping to arranged times; such as appointments, meetings, and work shift
- 2 Dependability - capable of being relied on; trustworthy
- 3 Works independently – willingness to take initiative; not reliant/dependent upon others to complete assignments
- 4 Follows directions/instructions – includes verbal and written directives
- 5 Attendance – consistency in being present at the workplace
- 6 Relationships with others – ability to collaborate and communicate in a professional, respectful manner with others in a work environment
- 7 Flexibility in job assignments – ability to adapt to changing conditions within a work environment
- 8 Completes assignments – work completed meets expected standards
- 9 Meets deadlines – completes work in adherence within project and/or assignment timelines
- 10 Prioritizes work – determines precedence amongst conflicting assignments
- 11 Maintain confidentiality – adheres to department/organizational policies and/or protocol when handling sensitive, private, and or restricted information
- 12 Maintain professional ethics – adheres to the principles of conduct governing a

particular profession

Section 2: Tasks

Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale provided below.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

TASK SCALE

Knowledge related to performing this task:

- Extensive knowledge—I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations, and I could instruct others on specific aspects of this task.
- Substantial knowledge—I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.
- Moderate knowledge—I possess a sufficient knowledge level that would allow me to perform this task successfully.
- Limited knowledge—I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.
- No knowledge—I have no knowledge of how to perform this task or what it may entail.

- 13 Analyzing systems issues and/or problems, including their effects and causes, to ensure any problems in the Information Technology (IT) environment are effectively addressed.
- 14 Providing technical assistance to resolve operational problems.
- 15 Defining alternative solutions to current Information Technology (IT) environment issues to maintain, repair or enhance processes.
- 16 Prioritizing problem resolutions to ensure system requirements are met.
- 17 Adhering to systems development standards and methodologies to ensure compliance with the Information Technology (IT) environment.
- 18 Working with users to define business requirements and identify problems to seek effective improvements in Information Technology (IT) processes.
- 19 Providing technical support (troubleshooting) to users to resolve Information

- Technology (IT) issues.
- 20 Receiving information from users concerning Information Technology (IT) issues and determining an appropriate course of action.
 - 21 Inputting descriptive Information Technology (IT) related issues into a dedicated tracking system.
 - 22 Disseminating information regarding Information Technology (IT) related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).
 - 23 Following established standards for authorized system access.
 - 24 Providing customer support for software applications to meet users' needs.
 - 25 Prioritizing the handling of problems or issues related to the progress of work projects or assignments to determine the best course(s) of action to mitigate the impact of such issues and/or problems.

Section 3: Knowledge, Skills and Abilities (KSA)

Instructions:

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

KSA EXPERIENCE SCALE

Experience applying this knowledge or ability:

- Extensive Education, Training, and/or Experience—I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.
- Substantial Education, Training, and/or Experience—I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.
- Moderate Education, Training, and/or Experience—I have moderate education, training, and/or experience using and/or applying this knowledge or ability.
- Minimal Education, Training, and/or Experience—I have limited education, training, and/or experience using and/or applying this knowledge or ability.
- No Education, Training, and/or Experience—I have no education, training, and/or

experience relevant to this knowledge or ability.

- 26 Knowledge of various operating systems of a personal computer.
- 27 Knowledge of personal computer troubleshooting techniques.
- 28 Knowledge of word processing software (e.g., Word, Word Perfect).
- 29 Knowledge of spreadsheet software (e.g., Excel, Lotus).
- 30 Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
- 31 Knowledge of customer service and customer support principles in an Information Technology (IT) environment.
- 32 Knowledge of general computer architecture (e.g., CPU, memory allocation, peripheral devices, I/O).
- 33 Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions).
- 34 Knowledge of problem-solving techniques and processes.
- 35 Ability to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
- 36 Ability to provide technical assistance to individuals to resolve issues and/or problems.
- 37 Ability to identify the strengths and weaknesses of alternative solutions.
- 38 Ability to analyze and evaluate information to formulate conclusions and courses of action.
- 39 Ability to read and interpret charts, diagrams, and graphs.
- 40 Ability to interpret and analyze numerical data accurately.
- 41 Ability to communicate effectively in writing in a clear, concise, and professional manner.
- 42 Ability to read and comprehend written materials (e.g. references, memos, letters) to apply information and determine appropriate courses of action.
- 43 Ability to prepare clear and concise written instructions to audiences with varying levels of understanding.
- 44 Ability to read and comprehend complex or technical information to interpret or explain it to others.
- 45 Ability to produce technical and descriptive documentation.
- 46 Ability to adapt to changes in priorities, work assignments, and other interactions.
- 47 Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).
- 48 Ability to interact tactfully and diplomatically with users and/or customers.
- 49 Ability to listen to others to facilitate an open exchange of ideas and provide for effective communication.
- 50 Ability to work on multiple tasks and/or assignments.
- 51 Ability to orally communicate information effectively and accurately.
- 52 Ability to interact with and relate effectively to individuals at all levels of an organization.
- 53 Ability to work cooperatively and productively as a member of a team to achieve a common goal.

