

*****This is only a preview of the exam questions. To take the actual exam, please go back to the official bulletin, and click the exam link at the bottom.*****

Information Systems Technician Specialist I

Information Systems Technician Supervisor I

Service-wide

Training and Experience Evaluation

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Service-wide Information Systems Technician (IST) Specialist I and Information Systems Technician (IST) Supervisor I examination consists of a Training and Experience Evaluation used to evaluate your education, training, and experience.

This Training and Experience Evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks (IST Specialist I and IST Supervisor I)

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(s) provided.

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

ITEM #	<p>Years of experience I have performed this task for:</p> <ul style="list-style-type: none"> ▪ More than 4 years ▪ More than 2 years and up to 4 years ▪ More than 1 year and up to 2 years ▪ More than 6 months and up to 1 year ▪ 0 to 6 months <p>Level at which the task was performed</p> <ul style="list-style-type: none"> ▪ Supervised others on task ▪ Performed task as a lead or trained others on task ▪ Worked independently on task ▪ Worked under direction on or assisted others with task ▪ Not performed 	EXPERIENCE	LEVEL
1.	Setting up job streams and batch processes to produce files, reports, and information using mainframe equipment and database software.		
2.	Maintaining and organizing file or program documentation using word processing and spreadsheet applications to inventory and track Information Technology (IT) processes.		
3.	Identifying and resolving technical software application and/or system problems to assist users with functionality.		
4.	Addressing system hardware operating or networking difficulties in response to personal computer (PC) user complaints/issues by documenting specific problems, providing guidance, or escalating.		
5.	Tracking system performance using monitoring and scheduling software to ensure system operability.		
6.	Monitoring data system and database access using security software to ensure appropriate use and prevent unauthorized access.		

Information Systems Technician I (Specialist and Supervisor)
Training and Experience Evaluation

ITEM #	<p>Years of experience I have performed this task for:</p> <ul style="list-style-type: none"> ▪ More than 4 years ▪ More than 2 years and up to 4 years ▪ More than 1 year and up to 2 years ▪ More than 6 months and up to 1 year ▪ 0 to 6 months <p>Level at which the task was performed</p> <ul style="list-style-type: none"> ▪ Supervised others on task ▪ Performed task as a lead or trained others on task ▪ Worked independently on task ▪ Worked under direction on or assisted others with task ▪ Not performed 	EXPERIENCE	LEVEL
7.	Evaluating problems and defining alternative solutions for computer systems to maintain functionality and availability.		
8.	Identifying process changes to assess the impact on applications or systems.		
9.	Assisting in the implementation of information system upgrades using automated tools to update the security and functionality of the Information Technology (IT) environment.		
10.	Transferring files and data to new equipment and/or computers using servers and peripheral backup tools to assist in replacing equipment or maintaining data integrity.		
11.	Reviewing output files and error logs to assess application or system problems.		
12.	Recovering production data lost due to application and/or system failure using system tools.		
13.	Creating backup and recovery procedures to protect data in the event of disaster in compliance with disaster recovery plans.		
14.	Performing backup and recovery procedures in the event of disaster in compliance with disaster recovery plan.		
15.	Document job processes and job setup instructions.		
16.	Developing instructions for using and operating programs for staff.		
17.	Providing help desk support, documenting, and following up on support requests using call logging tools.		
18.	Providing technical advice and general troubleshooting on computer systems for staff using diagnostic software.		
19.	Conducting on-the-job training for peers to standardize work processes using equipment, aids or processes.		
20.	Improving computer system efficiency using standard office software tools and other applications.		

Section 2: Knowledge and Abilities (IST Specialist I and IST Supervisor I)

Instructions:

Using the rating scale(s) 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(s) provided.

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

ITEM #	Years of experience I have applied this knowledge or ability for: <ul style="list-style-type: none"> ▪ More than 4 years ▪ More than 2 years and up to 4 years ▪ More than 1 year and up to 2 years ▪ More than 6 months and up to 1 year ▪ 0 to 6 months 	EXPERIENCE
21.	General knowledge of Microsoft Office applications.	
22.	General knowledge of Windows operating system to open files, create folders, copy, transfer, and backup data.	
23.	General knowledge in how to correctly connect and operate peripherals (keyboard, mouse, etc.).	
24.	Knowledge of Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.	
25.	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.	
26.	Knowledge of personal computer troubleshooting techniques in order to assess and resolve problems.	
27.	Knowledge of File Transfer Protocol (FTP) to manage, transfer, and backup data.	
28.	Ability to troubleshoot and identify system problems to help in problem resolution.	
29.	Ability to prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.	
30.	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware, software, and processes.	

Section 3: Tasks [Information Systems Technician (IST) I (Supervisor ONLY)]

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(s) provided.

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

ITEM #	Years of experience I have performed this task for: <ul style="list-style-type: none"> ▪ More than 4 years ▪ More than 2 years and up to 4 years ▪ More than 1 year and up to 2 years ▪ More than 6 months and up to 1 year ▪ 0 to 6 months Level at which the task was performed <ul style="list-style-type: none"> ▪ Supervised others on task ▪ Performed task as a lead or trained others on task ▪ Worked independently on task ▪ Worked under direction on or assisted others with task ▪ Not performed 	EXPERIENCE	LEVEL
31.	Assisting Information Technology (IT) staff in the coordination of processing schedules and changes to business requirements as directed by project and/or program groups.		
32.	Training and mentoring staff to assist with staff development.		
33.	Encouraging and motivating staff through team building activities.		
34.	Providing guidance and direction to staff to meet organizational goals.		
35.	Assigning and delegating work to staff.		

Section 2: Knowledge and Abilities [Information Systems Technician (IST) I (Supervisor ONLY)

Instructions:

Using the rating scale(s) 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(s) provided.

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

ITEM #	Years of experience I have applied this knowledge or ability for: <ul style="list-style-type: none"> ▪ More than 4 years ▪ More than 2 years and up to 4 years ▪ More than 1 year and up to 2 years ▪ More than 6 months and up to 1 year ▪ 0 to 6 months 	EXPERIENCE
36.	Ability to train others in the use of software, products, tools, and procedures to ensure an understanding of department standards.	
37.	Ability to assign and delegate work to subordinate employees.	
38.	Ability to monitor the work of others to ensure that it meets quality, quantity and timeliness standards.	
39.	Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.	
40.	Ability to plan, organize, supervise, direct and oversee the work activities of staff.	
41.	Ability to lead staff.	
42.	Ability to facilitate teams and groups to meet organizational goals and objectives.	