

# ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)



State of California  
DEPARTMENT OF  
JUSTICE  
P.O. BOX 944255  
Sacramento, CA 94244-2550

## DEPARTMENTAL PROMOTIONAL

**SPOT- Sacramento, Los Angeles,  
San Francisco, Oakland,  
Fresno, San Diego**

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CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED  
NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE 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 OF GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

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**FINAL FILING DATE**      **November 3, 2008** – Applications (Form STD 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.

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**WHO CAN APPLY**      Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date in order to take this examination. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the new department.

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**HOW TO APPLY**      Applications (Form STD 678) may be downloaded from the State Personnel Board's website at [www.spb.ca.gov](http://www.spb.ca.gov). Applications must be mailed to or filed in person with:

**Mailing Address:**  
Department of Justice  
Testing and Selection Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

**File in Person:**  
Department of Justice  
Testing and Selection Unit  
1300 "I" Street, 7<sup>th</sup> Floor Receptionist  
Sacramento, CA 95814

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD, ONLINE  
VIA INTER-AGENCY MAIL OR BY E-MAIL.**

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**SPECIAL TESTING ARRANGEMENTS**      If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the appropriate box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

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**QUALIFICATIONS APPRAISAL INTERVIEW**      It is anticipated that the oral interviews may be conducted in Sacramento and Los Angeles and will be administered in **January 2009**.

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**SALARY RANGE**      **\$4619 - \$5897**

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

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**ELIGIBLE LIST INFORMATION**      A departmental promotional eligible list will be established for the Department of Justice for each spot location listed above. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

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**CONTINUE TO THE NEXT PAGE**

## ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

Page 2 of 4

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final filing date. All applications/resumes must include "To" and "From" employment dates (Month/Day/Year), time base, and applicable classification titles.

### 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.

#### Either I

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 II

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 III

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.)

### DEFINITION OF TERMS

**"Equivalent to graduation"** is satisfaction of the requirements for a bachelor degree from an accredited college. Must have completed the coursework required to obtain a degree at an accredited college or university.

### POSITION DESCRIPTION

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 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

This examination will consist of a Qualifications Appraisal Interview (QAP) that will consist of predetermined job related questions. Candidates will be provided a copy of the interview questions to review for a brief period of time before entering the interview room. In order to obtain a position on the eligible list, a minimum rating of 70% must be obtained.

**COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

#### QUALIFICATIONS APPRAISAL INTERVIEW-WEIGHTED 100%

The interview panel evaluates the candidate's responses to each of the questions using a predetermined rating scale and predetermined scoring criteria. This testing component measures the following knowledge, skills and abilities:

**CONTINUE TO THE NEXT PAGE**

## ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

Page 3 of 4

### EXAMINATION INFORMATION (Continued)

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#### Knowledge of:

1. Information systems (e.g., personal computer, client/server, LAN/WAN, mainframe) troubleshooting techniques to assess for problems.
2. Principles of networking technologies and telecommunications network.
3. Data access security policies, procedures, rules and regulations to comply with departmental security policies.
4. The analysis to make informed recommendations for solutions to technological problems.
5. Basic backup and recovery techniques in event of loss of data.

#### Skill to:

1. Resolve business issues related to the use of new computer systems and/or automates systems.
2. Perform the necessary tasks to recover production data lost due to application and/or system failure.
3. Test backup and recovery procedures and integrate these with the department's disaster recover plan.
4. Analyze problems with software applications to assess the need for replacement.
5. Implement information security features to ensure compliance with security policies.
6. Implement backup and recovery procedures and integrate these with the department's disaster recovery plan.

#### Ability to:

1. Work as part of a team working cooperatively with others to complete projects.
2. Refer problems to appropriate technicians for resolution when necessary.
3. Coordinate with end-users, management, and other staff on project issues and status.
4. Monitor and report on activities, projects, and issues of interest to management.
5. Prioritize work assignments and in-basket materials to ensure completion within established time frames and by expected deadlines.
6. Strategize creatively for solutions to problems.

### VETERANS PREFERENCE/ CAREER CREDITS

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Veterans Preference Credits and Career Credits will not be granted in this examination.

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# ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

Page 4 of 4

## GENERAL INFORMATION

The Department of Justice 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 candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board Offices ([www.spb.ca.gov](http://www.spb.ca.gov)), and local Offices of the Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**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.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will 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.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application form which is available from State Personnel Board offices or written test proctors.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Career Credits:** In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

If hearing impaired, call the California Relay Service.  
1-800-735-2929 (From TDD Phone)  
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

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TESTING AND SELECTION UNIT  
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SACRAMENTO, CA 94255-2550  
(916) 324-5039