



Information Technology Manager 2

Exam Code: 2PBBY

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Information Technology Manager 2 – \$10,421.00 - \$12,668.00 per month.

View [the Information Technology Manager 2 classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **nine (9)** months.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources CalCareer
Service Center

Bulletin Date: 12/08/2023

1810 16th Street
Sacramento, CA 95814

Phone: (866) 844-8671

Email: CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Information Technology Manager 2

One year of experience as an Information Technology Manager 1; **or**

Seven years of information technology experience performing a variety of progressively responsible technical, analytical, supervisory, or managerial tasks in support of computer systems or services in one or more of the [major six domains](#) or a closely related or emerging information technology field. At least three years of experience shall include performance of highly specialized work in a lead capacity on highly complex or specialized information technology systems or services, or in a progressively responsible supervisory or managerial capacity over highly complex or specialized information technology systems or services.

A master's or doctorate degree from an accredited college or university may substitute for four years of the required general information technology experience. A bachelor's degree from an accredited college or university may substitute for three years of the required general information technology experience. An associate degree from an accredited college may substitute for one year of the required general information technology experience. Only one degree may be used for substitution.

When using education to meet minimum qualifications, education must include 15 semester units (or 22.5 quarter units) of information technology or [closely related course work](#).

POSITION DESCRIPTION

Information Technology Manager 2

This is the managerial level. Under administrative direction, incumbents serve in an executive management role in setting or influencing organizational information technology policy; formulating long-range information technology programs and objectives; and reviewing implementation and conformance of information technology programs with organizational policies and objectives. Incumbents have responsibility for planning, organizing and directing the work of multiple information technology programs or units, typically through subordinate supervisors and/or managers. Incumbents in a large department may serve as the departments Chief Information Officer.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Information technology concepts, practices, and principles to provide a foundation for technology related work.
2. Principles, techniques, and procedures related to the delivery of information technology services.
3. The System Development Lifecycle including the associated methodologies, tools, and processes.
4. The organization's business processes and procedures.
5. Education tools and techniques.
6. Performance monitoring tools and techniques.
7. Data administration techniques and best practices.
8. Information technology governance principles and guidelines to support decision making.
9. Complex and mission critical business processes and systems.

10. Principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices.
11. System specifications design, documentation, and implementation methodologies and techniques.
12. Emerging technologies and their applications to business processes.
13. Business or systems process analysis, design, testing, and implementation techniques.
14. Techniques for assessing skills and education needs to support training, planning and development.
15. Business continuity and technology recovery principles and processes.
16. Principles and practices related to the design and implementation of information technology systems.
17. Information technology systems and data auditing
18. The department's security and risk management policies, requirements, and acceptable level of risk.
19. Application and implementation of information systems to meet organizational requirements.
20. Project management lifecycle including the State of California project management standards, methodologies, tools, and processes.
21. Software quality assurance and quality control principles, methods, tools, and techniques.
22. Research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes.
23. State and federal privacy laws, policies, and standards.
24. Development and application of technology in the current and future business environment.
25. Policy development.
26. Applications and implementation of information systems to meet organizational requirements.
27. The principles of personnel management, supervision, and training.
28. The organization's mission, policies, principles and practices.
29. Business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources.
30. Principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management.
31. Organizational roles and responsibilities and the ability to tailor training appropriately.
32. Principles and practices of employee supervision, development, and training.
33. A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion.
34. Maintaining a work environment which is free of discrimination and harassment.

35. Principles of personnel management, supervision, and training.
36. The department's Equal Employment Opportunity objectives.
37. A supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.
38. A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment.
39. The department's Equal Employment Opportunity objectives.
40. A manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to:

1. Perform research and data gathering.
2. Analyze information and evaluate results to choose the best solution and solve problems.
3. Communicate effectively verbally and in writing as appropriate for the needs of the audience.
4. Utilize reporting tools to develop and analyze statistical reports.
5. Interpret and explain technical information to non-technical individuals.
6. Interpret customer requests to meet service needs and resolve problems.
7. Provide customer service.
8. Work cooperatively with staff at all levels.
9. Proficiently use computers and productivity software.
10. Understand and align technology proposals with business needs.
11. Use initiative.
12. Act independently with flexibility and tact.
13. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
14. Perform technical analysis of proposed technology solutions.
15. Comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities.
16. Serve as a technical liaison.
17. Develop and effectively utilize all available resources.
18. Develop end-user training materials.
19. Gather data to perform statistical analysis and report outcomes.
20. Formulate and recommend policies and procedures.
21. Perform effectively in a fast-paced environment with constantly changing priorities.
22. Establish and maintain project priorities.
23. Apply federal, state, department, and organizational policies and procedures to state information technology operations.

24. Apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems.
25. Positively influence others to achieve results that are in the best interests of the organization.
26. Consider the business implications of the technology to the current and future business environment.
27. Communicate change impacts and change activities through various methods.
28. Conduct end-user training.
29. Collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements.
30. Assess situation to determine the importance, urgency, and risks to the project and the organization.
31. Make decisions which are timely and in the best interests of the organization.
32. Provide quality and timely ad hoc project information to executives, project team members, and stakeholders.
33. Develop decision making documents.
34. Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.
35. Recognize and apply technology trends and industry best practices.
36. Assess training needs related to the application of technology.
37. Interpret audit findings and results.
38. Implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data.
39. Apply principles and methods for planning or managing the implementation, update, or integration of information systems components.
40. Apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management.
41. Monitor and evaluate the effectiveness of the applied change management activities.
42. Keep informed on technology trends and industry best practices and recommend appropriate solutions.
43. Foster a team environment through leadership and conflict management.
44. Effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives.
45. Analyze the effectiveness of the backup and recovery of data, programs, and services.

46. Research and identify best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.
47. Supervise technical personnel.
48. Plan, administer, and monitor expenditures.
49. Assess, analyze, and identify information technology policy needs.
50. Establish cooperative relationships and gain support of key individuals to accomplish goals.
51. Plan, coordinate, and direct the activities of multi-disciplinary staff.
52. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
53. Effectively contribute to the department's Equal Employment Opportunity objectives.
54. Manage through subordinate supervisors.
55. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
56. Effectively contribute to the department's Equal Employment Opportunity objectives

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Information Technology Manager 2** classification will be established for the State of California (all State of California departments, statewide).

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility **twelve (12) months** after it is established.

Applicants must then retake the examination to reestablish eligibility. Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the [Veterans' Preference Application](#) (Std. Form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does **not** meet the requirements to qualify for Career Credits.

EXAMINATION INFORMATION

[Preview the Information Technology Manager 2 Training and Experience Evaluation](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

[Take the Information Technology Manager 2 examination](#)

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

Bulletin Date: 12/08/2023

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.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

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 applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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) servicewide 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.

High School Equivalence: Equivalence to completion of the 12th 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 competitor 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.