



## Information Technology Specialist 2

**Exam Code: 7PB36**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

### CLASSIFICATION DETAILS

**Information Technology Specialist 2** – Range A: \$6,777.00 - \$9,081.00 per month.  
Range L: \$6,979.00 - \$9,354.00 per month.

### 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

1810 16<sup>th</sup> Street

Sacramento, CA 95814

Phone: (866) 844-8671

Email: [CalCareer@CalHR.CA.GOV](mailto: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 Specialist 2

One year as an Information Technology Specialist I; **or**

Five years of information technology experience, one year of which shall include experience in a lead or expert capacity performing a variety of progressively responsible technical or analytical tasks for computer systems or services in one or more of the major [six domains](#) or a closely related or emerging information technology field.

A bachelor's or higher degree from an accredited college or university may substitute for four years of the required general information technology experience. An associate's degree from an accredited college may substitute for two years 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 Specialist 2

Under general direction, incumbents demonstrate a depth of leadership and expertise in one or more domains. Incumbents perform a wide variety of tasks requiring innovative problem-solving where guidance is not readily available. Incumbents optimize and apply architecture solutions for the benefit of the overall organization and play a major role in advising management or formulating information technology strategy and policy within the organization. Incumbents typically work in the Software Engineering, Information Security Engineering, Information Technology Project Management, or System Engineering domains.

Incumbents may: develop and ensure security solutions and technical artifacts are in place throughout all information technology systems and platforms; monitor and assess security controls, conduct security impact analyses, and report system security

statuses; perform risk assessments and recommend information technology solutions; analyze incident-related data and determine the appropriate response; design new technologies, architectures, and solutions that will support security requirements; develop implementation plans including cost-benefit or return on investment analyses; design infrastructure configuration and change management standards or requirements; develop or update project plans for information technology projects; lead and mentor project teams; manage integration of information systems and/or subsystems; manage project(s) to ensure adherence to budget, schedule, and scope; review software architecture and make recommendations regarding technical and operational feasibility; plan, design, and implement the enterprise data models using standardized modeling tools to align technology solutions with business strategies; perform configuration management and release management for system components; verify stability, interoperability, portability, security, or scalability of system architecture; create backup and recovery strategies; conduct disaster and recovery analysis, planning, implementation, and administration for systems; and monitor and conduct audits of system capacity, performance, and traffic analysis.

## **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. Principles, techniques, and procedures related to the delivery of information technology services.
2. The System Development Lifecycle including the associated methodologies, tools, and processes.
3. The organization's business processes and procedures.
4. Education tools, and techniques.
5. Performance monitoring tools and techniques
6. Data administration techniques and best practices
7. Information technology governance principles and guidelines to support decision making.

8. Complex and mission critical business processes and systems
9. Principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices.
10. System specifications design, documentation, and implementation methodologies and techniques.
11. Emerging technologies and their applications to business processes.
12. Business or systems processes analysis, design, testing, and implementation techniques.
13. Techniques for assessing skills and education needs to support training, planning and development.
14. Business continuity and technology recovery principles and processes
15. Principles and practices related to the design and implementation of information technology systems.
16. Information technology systems and data auditing
17. The department's security and risk management policies, requirements, and acceptable level of risk.
18. Application and implementation of information systems to meet organizational requirements.
19. Project management lifecycle including the State of California project management standards, methodologies, tools, and processes.
20. Software quality assurance and quality control principles, methods, tools, and techniques
21. Research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes
22. State and federal privacy laws, policies, and standards.

**Ability to:**

1. Use initiative.
2. Act independently with flexibility and tact
3. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
4. Conclusions or approaches to problems
5. Perform technical analysis of proposed technology solutions
6. Comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities.
7. Serve as a technical liaison
8. Develop and effectively utilize all available resources
9. Develop end-user training materials
10. Gather data to perform statistical analysis and report outcomes.
11. Formulate and recommend policies and procedures

12. Perform effectively in a fast-paced environment with constantly changing priorities
13. Establish and maintain project priorities
14. Apply federal, state, department, and organizational policies and procedures to state information technology operations.
15. Apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems.
16. Positively influence others to achieve results that are in the best interests of the organization
17. Consider the business implications of the technology to the current and future business environment.
18. Communicate change impacts and change activities through various methods.
19. Conduct end-user training
20. Collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrator to ensure systems are secure and meet compliance requirements.
21. Assess situation to determine the importance, urgency, and risks to the project and the organization.
22. Make decisions which are timely and in the best interests of the organization
23. Provide quality and timely ad hoc project information to executives, project team members, and stakeholders.
24. Develop decision making documents
25. Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.
26. Recognize and apply technology trends and industry best practices.
27. Assess training needs related to the application of technology
28. Interpret audit findings and results
29. Implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data.
30. Apply principles and methods for planning or managing the implementation, update, or integration of information systems components.
31. 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.
32. Monitor and evaluate the effectiveness of the applied change management activities.

33. Keep informed on technology trends and industry best practices and recommend appropriate solutions
34. Foster a team environment through leadership and conflict management
35. Effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives
36. Analyze the effectiveness of the backup and recovery of data, programs, and services.

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Information Technology Specialist 2** classification will be established for:

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 expires **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. 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 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

Take the Training and Experience Evaluation examination for the [Information Technology Specialist 2](#) classification.

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

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

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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: 12/31/2018

## **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 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 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.