



INFORMATION TECHNOLOGY TECHNICIAN

Exam Code: 2PBBH

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Information Technology Technician – \$3,783.00 - \$6,051.00 per month

[View the Information Technology Technician 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 **twelve (12)** months.

How To Apply:

The link to connect to the online multiple-choice exam 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 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 Technician

Six months of general information technology experience performing technical or support tasks for computer systems or services in any of the six domains or emerging information technology fields; **or**

15 semester units (or 22.5 quarter units) from an accredited college or university including at least 6 semester units (or 9 quarter units) of information technology or closely related course work; **or**

Any equivalent combination of experience and education.

When using education to meet minimum qualifications, education must include the specified information technology or closely related course work.

POSITION DESCRIPTION

Information Technology Technician

Under initial close supervision, incumbents typically perform routine support tasks within a limited scope typically involving one unit, function or process, following well-defined procedures in the Business Technology Management, Client Services, or Software Engineering domains.

Incumbents may install or repair hardware or peripheral equipment; manage user accounts and technology inventory; resolve client incidents or requests; ensure software/hardware compliance with security policies; create, test, maintain, and deploy desktop products; configure and/or modify software programs; perform data import and export activities; monitor information technology systems to ensure integrity and tune

the system to meet performance requirements; troubleshoot routine issues; and other related activities.

EXAMINATION SCOPE

This examination consists of the following components:

Multiple Choice Written Examination – Weighted 100% of the final score.

This written examination is comprised of one section:

Information Technology Technician

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 Written 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.

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.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Information Technology Technician** 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 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. 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

A study guide is available for your reference. [View of the Information Technology Technician study guide.](#)

PREPARING FOR THE EXAMINATION

This is a 45-minute timed examination. **There is no way to pause, stop, or reset the timer once you start.** Please ensure you have the full 45 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 45-minute timed examination, it is recommended you do not take the examination until you are able to do so.

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 Technician 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.

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.