



Information Technology Specialist 1

Exam Code: 2PBBR

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Information Technology Specialist 1 – \$5,960.00 - \$9,643.00 per month.

View [the Information Technology Specialist 1 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 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 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 Specialist 1

Two years as an Information Technology Associate; **or**

Four years of general information technology experience performing technical and/or analytical tasks for computer systems or services in any of the [six domains](#) or emerging information technology fields; **or**

120 semester units (or 180 quarter units) from an accredited college or university including at least 15 semester units (or 22.5 quarter units) of IT 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 IT or [closely related course work](#).

POSITION DESCRIPTION

Information Technology Specialist 1

Under direction, incumbents may perform a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization, or affecting large numbers of people on a long-term or continuous basis in

one or more of the Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, or System Engineering domains.

Incumbents may: perform feasibility studies and research analysis related to technology projects; provide information technology consultation in support of business programs; establish inventory management guidelines; provide metrics on service level agreements; install or repair hardware or peripheral equipment; develop, implement, and maintain security and privacy training; investigate security incidents; develop and/or review data sharing agreements prior to release of confidential information; analyze business impact and exposure based on emerging security threats; monitor project milestones and deliverables; coordinate and consult with users, administrators, and engineers to identify business and technical requirements; develop and sustain cooperative working relationships with project stakeholders; perform software product deployment and release management activities; define and design software solutions; identify infrastructure system requirements and recommend technology, hardware, software, and plans installation; advise, create, or participate in the design of new system architecture, standards, and methods to support organizational needs; install, configure, administer, test, and maintain communication infrastructure systems; conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements; troubleshoot, track, and conduct root cause analysis of system/database/operational issues; and act in a lead role over lower-level staff.

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.

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, conclusions, or approaches to problems.
4. Perform technical analysis of proposed technology solutions.
5. Comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities.
6. Serve as a technical liaison.
7. Develop and effectively utilize all available resources.
8. Develop end-user training materials.
9. Gather data to perform statistical analysis and report outcomes.
10. Formulate and recommend policies and procedures.
11. Perform effectively in a fast-paced environment with constantly changing priorities.
12. Establish and maintain project priorities.
13. Apply federal, state, department, and organizational policies and procedures to state information technology operations.
14. Apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems.
15. Positively influence others to achieve results that are in the best interests of the organization.

16. Consider the business implications of the technology to the current and future business environment.
17. Communicate change impacts and change activities through various methods.
18. Conduct end-user training.
19. 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.
20. Assess situation to determine the importance, urgency, and risks to the project and the organization.
21. Make decisions which are timely and in the best interests of the organization.
22. Provide quality and timely ad hoc project information to executives, project team members, and stakeholders.
23. Develop decision making documents.
24. Assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Information Technology Specialist 1 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.

Veteran's 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 Specialist 1 Training and Experience Exam](#)

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 Specialist 1 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.