

# **Assistant & Associate Information Systems Analyst**

## **Statewide**

### **Training and Experience Questionnaire**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The statewide Assistant & Associate (specialist) Information Systems Analyst (ISA) examination consists of Training and Experience Questionnaire used to evaluate your education, training and experience.

This Training and Experience Questionnaire is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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**Section 1: Assistant and Associate ISA level tasks**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

| <b>ITEM #</b> | <p><b>Experience:</b></p> <p><b>More than 3 years experience performing this task</b><br/> <b>More than 2 years to 3 years experience performing this task</b><br/> <b>More than 1 year to 2 years experience performing this task</b><br/> <b>More than 6 months to 1 year experience performing this task</b><br/> <b>0 to 6 months experience performing this task</b></p> <p><b>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b><br/>                     I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b><br/>                     I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b><br/>                     I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b><br/>                     I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b><br/>                     I have no knowledge of how to perform this task or what it may entail.</p> | <b>EXPERIENCE</b> | <b>KNOWLEDGE</b> |
|---------------|--|-------------------|------------------|
| <b>1.</b>     | Analyzing system issues and/or problems, including their effects and causes, to ensure any problems in the Information Technology (IT) environment are effectively addressed.  |                   |                  |
| <b>2.</b>     | Providing technical assistance to resolve operational problems.  |                   |                  |
| <b>3.</b>     | Defining alternative solutions to current Information Technology (IT) environment issues to maintain, repair or enhance processes.   |                   |                  |

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| ITEM # | <p><b>Experience:</b></p> <p><b>More than 3 years experience performing this task</b><br/> <b>More than 2 years to 3 years experience performing this task</b><br/> <b>More than 1 year to 2 years experience performing this task</b><br/> <b>More than 6 months to 1 year experience performing this task</b><br/> <b>0 to 6 months experience performing this task</b></p> <p><b>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b><br/> I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b><br/> I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b><br/> I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b><br/> I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b><br/> I have no knowledge of how to perform this task or what it may entail.</p> | EXPERIENCE | KNOWLEDGE |
|--------|--|------------|-----------|
| 4.     | Prioritizing problem resolutions to ensure system requirements are met.  |            |           |
| 5.     | Adhering to systems development standards and methodologies to ensure compliance with the Information Technology (IT) environment.   |            |           |
| 6.     | Working with users to define business requirements and identify problems to seek effective improvements in Information Technology (IT) processes.  |            |           |
| 7.     | Providing technical support (troubleshooting) to users to resolve Information Technology (IT) issues.  |            |           |
| 8.     | Receiving information from users concerning Information Technology (IT) issues and determining an appropriate course of action.  |            |           |
| 9.     | Inputting descriptive Information Technology (IT) related issues into a dedicated tracking system.   |            |           |
| 10.    | Disseminating information regarding Information Technology (IT) related issues to the appropriate area of responsibility (e.g., network, database, web, department-wide broadcast).  |            |           |
| 11.    | Following established standards for authorized system access.  |            |           |
| 12.    | Providing customer support for software applications to meet users' needs.   |            |           |

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| <b>ITEM #</b> | <p><b>Experience:</b></p> <p><b>More than 3 years experience performing this task</b><br/> <b>More than 2 years to 3 years experience performing this task</b><br/> <b>More than 1 year to 2 years experience performing this task</b><br/> <b>More than 6 months to 1 year experience performing this task</b><br/> <b>0 to 6 months experience performing this task</b></p> <p><b>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b><br/> I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b><br/> I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b><br/> I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b><br/> I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b><br/> I have no knowledge of how to perform this task or what it may entail.</p> | <b>EXPERIENCE</b> | <b>KNOWLEDGE</b> |
|---------------|--|-------------------|------------------|
| <b>13.</b>    | <p>Prioritizing the handling of problems or issues related to the progress of work projects or assignments to determine the best course(s) of action to mitigate the impact of such issues and/or problems.</p>  |                   |                  |

**Section 2: Assistant and Associate ISA level Knowledge, Skills and Abilities**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

| <b>ITEM #</b> | <b><u>How much education, training, and/or experience do you possess in the following areas?</u></b>   | <b>EXPERIENCE</b> |
|---------------|--|-------------------|
|               | <p><b>Extensive Education, Training, and/or Experience</b><br/>I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.</p> <p><b>Substantial Education, Training, and/or Experience</b><br/>I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.</p> <p><b>Moderate Education, Training, and/or Experience</b><br/>I have moderate education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>Minimal Education, Training, and/or Experience</b><br/>I have limited education, training, and/or experience using and/or applying this knowledge or ability.</p> <p><b>No Education, Training, and/or Experience</b><br/>I have no education, training, and/or experience relevant to this knowledge or ability.</p> |                   |
|               | <b>Assistant and Associate level Knowledge and Abilities</b>   |                   |
| <b>14.</b>    | Knowledge of various operating systems of a personal computer.   |                   |
| <b>15.</b>    | Knowledge of personal computer troubleshooting techniques.   |                   |
| <b>16.</b>    | Knowledge of word processing software (e.g., Word, Word Perfect).  |                   |
| <b>17.</b>    | Knowledge of spreadsheet software (e.g., Excel, Lotus).  |                   |
| <b>18.</b>    | Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).  |                   |
| <b>19.</b>    | Knowledge of customer service and customer support principles in an Information Technology (IT) environment.   |                   |
| <b>20.</b>    | Knowledge of general computer architecture (e.g., CPU, memory allocation, peripheral devices, I/O).  |                   |
| <b>21.</b>    | Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions).  |                   |

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|--------|--|------------|
| 22.    | Knowledge of problem-solving techniques and processes.   |            |
| 23.    | Ability to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.   |            |
| 24.    | Ability to provide technical assistance to individuals to resolve issues and/or problems.  |            |
| 25.    | Ability to identify the strengths and weaknesses of alternative solutions.   |            |
| 26.    | Ability to analyze and evaluate information to formulate conclusions and courses of action.  |            |
| 27.    | Ability to read and interpret charts, diagrams, and graphs.  |            |
| 28.    | Ability to interpret and analyze numerical data accurately.  |            |
| 29.    | Ability to communicate effectively in writing in a clear, concise, and professional manner.  |            |
| 30.    | Ability to read and comprehend written materials (e.g. references, memos, letters) to apply information and determine appropriate courses of action.   |            |
| 31.    | Ability to prepare clear and concise written instructions to audiences with varying levels of understanding.   |            |
| 32.    | Ability to read and comprehend complex or technical information to interpret or explain it to others.  |            |
| 33.    | Ability to produce technical and descriptive documentation.  |            |
| 34.    | Ability to adapt to changes in priorities, work assignments, and other interactions.   |            |
| 35.    | Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload).  |            |
| 36.    | Ability to interact tactfully and diplomatically with users and/or customers.  |            |

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| <b>37.</b>    | Ability to listen to others to facilitate an open exchange of ideas and provide for effective communication.   |                   |
| <b>38.</b>    | Ability to work on multiple tasks and/or assignments.  |                   |
| <b>39.</b>    | Ability to orally communicate information effectively and accurately.  |                   |
| <b>40.</b>    | Ability to interact with and relate effectively to individuals at all levels of an organization.   |                   |
| <b>41.</b>    | Ability to work cooperatively and productively as a member of a team to achieve a common goal.   |                   |

**Section 3: Associate ISA level tasks**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

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| ITEM # | <p><b>Experience:</b></p> <p><b>More than 3 years experience performing this task</b><br/> <b>More than 2 years to 3 years experience performing this task</b><br/> <b>More than 1 year to 2 years experience performing this task</b><br/> <b>More than 6 months to 1 year experience performing this task</b><br/> <b>0 to 6 months experience performing this task</b></p> <p><b>Knowledge related to performing this task:</b></p> <p><b>Extensive Knowledge</b><br/>                     I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.</p> <p><b>Substantial Knowledge</b><br/>                     I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.</p> <p><b>Moderate Knowledge</b><br/>                     I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.</p> <p><b>Limited Knowledge</b><br/>                     I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.</p> <p><b>No Knowledge</b><br/>                     I have no knowledge of how to perform this task or what it may entail.</p> | EXPERIENCE | KNOWLEDGE |
|--------|--|------------|-----------|
|        | <b>Associate level tasks</b>   |            |           |
| 42.    | Identifying system requirements to aid in the design of system development.  |            |           |
| 43.    | Obtaining consensus of users and others involved in the development of Information Technology (IT) solutions.  |            |           |
| 44.    | Obtaining approval(s) from end-users, management, and staff for system design or system changes.   |            |           |

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|--------|---|-----------|
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| 45.    | Interpreting technical procedures for non-technical users in a variety of settings during system development to ensure users' needs are met.  |           |
| 46.    | Identifying problems or issues that impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).   |           |
| 47.    | Analyzing problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.   |           |
| 48.    | Identifying appropriate alternatives to resolve problems or issues related to the completion of work projects (e.g., modifying schedules, adjusting deliverable dates, altering resource allocations) to ensure timely resolution and minimize impact.  |           |
| 49.    | Implementing specific actions to resolve problems impacting the progress of work projects or assignments (e.g., modifying schedules, adjusting deliverable dates, altering resource allocations) in a timely matter.  |           |
| 50.    | Resolving conflicting priority requests from various programs or customers.   |           |

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|--------|--|------------|-----------|
| 51.    | Providing input to management regarding the amount of time spent and resources required to complete projects and work assignments.   |            |           |

**Section 4: Associate ISA level Knowledge, Skills and Abilities**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

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| <b>Associate ISA Knowledge and Abilities</b> |  |                   |
| <b>52.</b>                                   | Knowledge of operating systems, applications, networking components and their interrelationships.  |                   |
| <b>53.</b>                                   | Knowledge of basic principles of Information Technology (IT), including current trends, methods, and practices.  |                   |
| <b>54.</b>                                   | Ability to integrate new information with existing knowledge to formulate conclusions.   |                   |
| <b>55.</b>                                   | Ability to work independently on projects or assignments without close supervision or detailed instructions.   |                   |