



**TELECOMMUNICATIONS SYSTEMS ANALYST I/II**  
**Agency: M699 Class Code: 5170 Exam Code: 0PB10**

This multi-level examination is for:

**10M699-00105170-0PB10 TELECOMMUNICATIONS SYSTEM ANALYST I**  
**10M699-00105171-0PB10 TELECOMMUNICATIONS SYSTEMS ANALYST II**

**Department(s):** State Personnel Board/Statewide  
**Opening Date:** 3/29/2010 1:50:00 PM  
**Closing Date:** Continuous  
**Cut-off Date:** 3/15/2015  
**Type of Examination:** SERVICEWIDE OPEN  
**Salary:** MONTHLY-RANGED-SALARY - \$2,817.00 to \$5616.00  
**Employment Type:** Permanent Full-time  
Permanent Part-time  
Permanent Intermittent  
Limited Term Full-time  
Limited Term Part-Time  
Limited Term Intermittent  
**Exam Type:** State-wide

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**EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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.

### **WHO SHOULD APPLY?**

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

### **FILING INSTRUCTIONS**

Final File Date: Continuous

Where To Apply: To apply select the link at the bottom of this bulletin.

### **SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, Examinations Unit at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

### **SALARY INFORMATION**

Salary Range:

Telecommunication Systems Analyst I \$2817.00 - \$3597.00

Telecommunications Systems Analyst II \$4400.00 - \$5616.00

### **ELIGIBLE LIST INFORMATION**

Two merged lists will be established by the State Personnel Board for use by State agencies. The names of successful competitors will be merged onto the appropriate eligible list(s) in order of final scores, regardless of test date.

Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Examination to reestablish eligibility. Once you take the Training and Experience Examination, you may not retake it for six (6) months.

### **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination announcement.

### **MINIMUM QUALIFICATIONS**

## **TELECOMMUNICATIONS SYSTEMS ANALYST I**

### **EITHER I**

One year of experience performing telecommunications systems work which shall have included analyzing and making written reports or recommendations on radio/microwave and/or wire service staffing or systems. AND:

Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

### **OR II**

Four years' experience in the California state service coordinating, operating, and/or maintaining telecommunications systems, such as performed by incumbents in the classes of Supervising Telephone Operator, Radio Dispatch Supervisor, or Communications Supervisor, California Highway Patrol.

### **OR III**

Six months of experience performing the duties of a Management Services Technician, Range B, in a State service telecommunications operation.

### **OR IV**

Two years' experience in the California state service in a formal telecommunications training and development assignment to a class equivalent to Management Services Technician. (Incumbents with 12 months' experience in a formal telecommunications training and development assignment may compete in the examination but must complete the training program before being eligible for appointment.)

### **AND**

Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

## **TELECOMMUNICATIONS SYSTEMS ANALYST II**

### **EITHER I**

One year of experience in the California state service performing the duties of a Telecommunications Systems Analyst I, Range C.

### **OR II**

Three years of analytical experience in planning, organizing and coordinating maintenance and upgrade activities for telecommunications systems such as radio/microwave and/or wire service systems. (Experience in California state service applied toward this requirement must include at least one year performing the duties of a class at a level of responsibility not less than that of

Telecommunications Systems Analyst I, Range C.)

AND:

Equivalent to graduation from college, preferably with major specialization in electronics or related technical subject area. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

## **POSITION DESCRIPTION**

### **TELECOMMUNICATIONS SYSTEMS ANALYST I**

This is the trainee and first working level in the series. Under close supervision, incumbents receive training and perform work ranging from the less complex to that of average difficulty in a wide variety of consultative, analytical, and evaluate assignments, such as program evaluation and planning, systems development, budget planning, research and management analysis, and perform other work as required to maintain and upgrade a telecommunications network. Positions are permanently allocated to this class when their major functions do not include the more independent, varied and difficult assignments found at the full journey person level.

### **TELECOMMUNICATIONS SYSTEMS ANALYST II**

This is the full journey person level in this series. Under direction, incumbents perform difficult telecommunications analytical work or act as leadperson over staff members in connection with inventory analysis, installation, maintenance and operation of statewide telecommunications systems, and independently develop a telecommunications operational network.

## **EXAMINATION INFORMATION**

The examination will consist of a Training and Experience Evaluation which is the sole component of the Telecommunications Systems Analyst I and II examination(s). To obtain a position on the eligible list, a minimum score of 70 % must be attained for each level of the examination. Competitors will receive his/her score immediately upon completion of the Training and Experience Evaluation.

[Click here to view the Training and Experience Questions](#)

## **KNOWLEDGE AND ABILITIES**

### **TELECOMMUNICATIONS SYSTEMS ANALYST I & II**

**Knowledge of:**

1. Computer applications to enter information into database(s).
2. Basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks.

**Ability to:**

1. Use a variety of computer software applications and programs to set up and edit data (e.g., client user accounts) and complete other assigned work tasks.
2. Identify and reconcile discrepancies in data and information pertaining to program and project activities.
3. Remain calm and perform effectively in high stress situations.
4. Maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
5. Act as a liaison between local agencies, contractors, utilities, consulting firms, Federal and State staff, state management, and other entities for telecommunications related issues and or/projects via telephone, email and meetings.
6. Keep records and schematics and provide status reports of work proposed, in process, or completed.
7. Analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action.
8. Identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts.)
9. Effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
10. Work independently on projects or assignments with minimal supervision or detailed instructions.
11. Perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing budget and/or invoice related tasks.

**TELECOMMUNICATIONS SYSTEMS ANALYST II ONLY****Knowledge of:**

1. Theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.

2. Design uses, and functions of telecommunications equipment (e.g. radios, microwave, private branch exchange) in order to verify equipment and complete other work related tasks.

3. Project Management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.

**Ability to:**

1. Monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.

2. Use computers to collect, transfer, and program data in a complex telecommunications equipment and systems.

3. Provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objective/expectations are met.

4. Write technical and detailed documents (e.g., reports project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations and other relevant information.

5. Explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public and government agencies.

**VETERANS PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in the **Telecommunications Systems Analyst Level I examination** and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

**Please note: Veteran's Preference Points do not apply to the Telecommunications Systems Analyst Level II Examination.**

**CAREER CREDITS**

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

State Personnel Board  
801 Capitol Mall, Sacramento, CA 95814  
(866) 844-8671

California Relay (Telephone) Service for the Deaf/Hearing Impaired: From TDD:  
1-800-735-2929, From Voice (800) 735-2922

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://spb.ca.gov/jobs/resources/jobspecs.htm>

## GENERAL INFORMATION

**Applications** are available at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this bulletin.

**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 on this bulletin will be rated against a predetermined job-related rating and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** 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 competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and 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) service-wide 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.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

## **TAKING THE EXAM**

**When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

[Click here to go to the Examination](#)