



JOB OPPORTUNITY BULLETIN

CLASSIFICATION: Associate Information Systems Analyst (Specialist)

(TWO VACANCIES)

TENURE: Permanent

TIME BASE: Full Time

SALARY: \$5,022 - \$6,604

LOCATION: Information Technology Services Branch, Administrative Division

FINAL FILING DATE: Until Filled

DUTIES/RESPONSIBILITIES: Under the general supervision of the Customer Support Unit Supervisor, the Associate Information Systems Analyst (Specialist) (AISA) acts as a technical expert supporting local and remote web conferencing environments for the California Energy Commission (CEC). The AISA has working knowledge of planning and supporting local and remote web conferencing and collaboration meeting environments and equipment (This may include WebEx, GoToMeeting, Skype, etc.).

The AISA has working knowledge of a Windows enterprise environment and can support the CEC's hardware and software including desktops, laptops, iPhones, iPads, printers and related peripherals and infrastructure.

WORKING CONDITIONS:

This position involves extensive mandatory overnight travel in and around the state of California. This will require flexible work hours (including some weekends, holidays and evening work) and occasionally require overtime with short notice. The work is performed in a variety of locations mostly indoor meeting rooms, offices, hotels, community centers, etc. This will involve the transporting of and set up of Audio Visual (AV) and Information Technology (IT) equipment weighing over 60 pounds to remote locations. The work will include: sitting, standing, bending, reaching, walking, and lifting/moving up to 60 pounds.

DESIRABLE EXPERIENCE/QUALIFICATIONS: The successful applicant should have

- Excellent verbal and written communications skills.
- Experience planning and coordinating web conferencing meetings in and around the state of California.
- Assist/host web conferencing meetings. Resolve IT, AV and web conferencing issues which may include working with outside vendors
- Ability to support the most complex information technology systems and/or teleprocessing network/systems
- A strong history of successful customer service/support with a passion to meet the changing needs of external and internal customers
- Excellent verbal and written communication skills including IT documentation
- Experience developing and maintaining process and procedure documentation related to Help Desk operations
- Professional and organizational skills while handling daily work, IT emergencies, and still honor project deadlines
- Ability to act as a subject matter expert and facilitate the transfer of knowledge of technical information to other IT professionals
- Advanced knowledge of Microsoft Windows 7, Microsoft Office products and general knowledge of networking, Active Directory and backend server operations

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- Successfully utilized and maintained a Help Desk ticketing system.

WHO MAY APPLY: Interested applicants must submit a completed Standard State Application (Form STD. 678) with an original signature, to the contact/address listed below. Electronic applications will not be accepted. **You must clearly indicate the basis of your eligibility (i.e., list, transfer, SROA/Surplus, reinstatement, etc.), RPA #210-111/112 and Position #535-210-1470-829 and #535-210-1470-830 in the "Explanation Section" of the STD 678.** A separate application is required for each position. Resumes are welcomed but do not take the place of the completed State Application STD 678. Applications will be screened for experience and only the most qualified will be contacted for an interview. **NOTE: Failure to comply with the filing instructions and incomplete applications received will not be considered.**

Please Note: Possession of the minimum qualifications will be verified prior to the interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application may be forwarded to the State Personnel Board for review and the applicant's name may be removed from the eligibility list.

SUBMIT APPLICATIONS TO:

Personnel Services Office
Attn: RPA #210-111/112
1516 9th Street, MS-3
Sacramento, CA 95814
Phone: 916-654-4305

California Relay (Telephone) Service for
the Deaf or Hearing-Impaired
From hTDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

