Job details

Job 1 of 1

Bulletin Number	19259BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Human Resources Countywide Exams
Position Title	INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST I
Exam Number	R2545E
Filing Type	Open Continuous
Filing Start Date	05/01/2013
Salary Type	Monthly
Salary Minimum	4026.55
Salary Maximum	5281.00
Benefits Information	**Represented Employees** • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
Position/Program Information	**FILING WILL BE SUSPENDED AFTER THE FIRST 300 APPLICATIONS ARE RECEIVED OR ON FRIDAY, MAY 10, 2013 AT 5 P.M. (PST), WHICHEVER OCCURS FIRST. THE EXAM WILL REOPEN AS THE NEEDS OF THE SERVICE REQUIRE.**

Under close supervision, using established procedures, provides a full range of technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications in a centralized IT organization. Incumbents in this entry level technical support class perform a wide variety of information technology support duties, including hardware and software installation and repair, following established procedures. Incumbents possess the ability to analyze end user problems related to desktop, network and applications, and apply a full range of corrective actions. Incumbents are generally based in a centralized location or may be required to assist end users at field sites. Incumbents possess a basic knowledge of

desktop computers and related equipment, a basic knowledge of network technologies and multiple client platforms, and interpersonal skills to communicate effectively with customers/users. Incumbents typically are responsible for installing, servicing and moving computers, printers, servers, networking devices, storage devices and related equipment.

Essential Job Functions

Installs, configures, maintains and tests computer hardware, software and peripheral equipment following established procedures. Troubleshoots, diagnoses and resolves routine hardware, software and network connectivity problems. Identifies trends in the reported problem calls and recommends improvements.Analyzes and makes recommendations regarding user support needs or improving customer satisfaction. Prepares routine user or support staff instructions and procedures; conducts formal and informal end user and support staff technical training and assists in the development of training and orientation materials. Participates in hardware and software installation and upgrade projects. Assists in defining and recommending appropriate hardware and software configurations and standards to meet customer needs and develops specifications to purchase new hardware, software and other peripheral devices based upon established departmental standards. Configures basic software distribution tools. Assists in the ordering of licenses for assigned software packages, in consultation with appropriate management or other information technology staff. Provides application support to customers. Assists in coordinating equipment delivery and change-out, software licensing compliance and inventory/asset control.

Requirements

MINIMUM REQUIREMENT:

One (1) year of experience installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a centralized Information Technology organization*.

Physical Class

Physical Class III – Moderate: Includes standing or walking most of the time, with bending, stooping, squatting, twisting, and reaching; includes working on irregular surfaces, occasionally lifting objects weighting over 25 pounds, and frequent lifting of 10-25 pounds.

License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information	***Centralized IT organization** is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.
Examination Content	This examination will consist of TWO (2) parts:

PART I - A written test covering Written Expression, Reading Comprehension, and Customer Service weighted 20%.

NOTE: Applicants that have taken the identical written test(s) for other exams within the last 12 months will have their written test scores for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.

WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19. IN ADDITION, REQUESTS FOR HANDSCORING FOR THIS EXAMINATION WILL NOT BE GRANTED.

Only those candidates who pass the written test will be eligible to proceed to the structured interview (Part II). Candidates who are unsuccessful on the written test will be notified by mail.

PART II - A Structured Interview (SI) to evaluate Technical Knowledge and Ability, Job Preparation, Interpersonal and Oral Communication, Analytical and Decision-making Ability, Work Skills, and Work Habits to perform the duties of this position weighted 80%.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.

Applicants will be notified of their test results by US mail. Invitation letters to the written test and interview may be sent electronically to the email address provided on your application. Scores cannot be given over the telephone.

Special Information

Appointees may be required to work any shift, including evenings, nights, weekends, and holidays.

Vacancy Information

The eligible register resulting from this examination will be used to fill vacancies in various County departments.

Eligibility Information

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

No person may compete in this examination more than once every twelve (12) months.

Available Shift

Any

Application and Filing Information

APPLICATIONS MUST BE FILED ONLINE ONLY.

APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking the link that reads "APPLY TO JOB ". You can also track the status of your application using this system. We must receive your application by 5 p.m., PST, on the last day of filing.

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

The acceptance of your application depends on whether you have clearly shown that you meet the **MINIMUM REQUIREMENT**. Fill out the application completely and correctly for any related job experience. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned. If your application

is incomplete, it will be rejected.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made.

SOCIAL SECURITY NUMBER:

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed in computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit http://hr.lacounty.gov to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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Job Field	Information Technology
Job Type	Professional