



COUNTY OF LOS ANGELES
SHERIFF'S DEPARTMENT
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 770-2648

Posting Date: August 15, 2008

JOB TITLE	<u>SENIOR INFORMATION TECHNOLOGY AIDE</u>
EXAM NUMBER	J2585K
FILING DATES	August 18, 2008 - August 29, 2008
SALARY	\$3,329.73 - \$4,356.27 MONTHLY
POSITION INFORMATION	<p>Under the supervision of professional information technology staff, positions allocable to this class are assigned to assist professional information technology personnel in the planning, adapting, testing, installing, implementing and documenting of computer systems. In addition, these positions may also provide basic first level help desk support to departmental users and customers either in field offices or in a centralized IT organization. Positions allocable to this class provide guidance to departmental users regarding routine IT related issues.</p>
ESSENTIAL JOB FUNCTIONS	<ul style="list-style-type: none">• Provides support to systems customers and/or to departmental staff for a variety of information technology related issues including the identifying, tracking, documenting, researching, and resolving of basic problem calls.• Serves as a liaison between field staff and centralized IT staff by answering questions, providing instructions and furnishing written materials, forms, and policies and procedures related to departmental and County IT systems.• Responds to reported desktop related connectivity problems such as issuing or resetting customer passwords.• Instructs systems customers on navigation and utilization of on-line computer related programs and procedures.• Supports IT professionals by performing routine systems testing, including validating user manuals, procedures, and other instructional materials.• Following established procedures, conducts acceptance testing on software tools.• Assists in documenting Help Desk calls that require higher level research and investigation.• Extracts and summarizes report data; compiles statistics, analyzes data, and prepares reports for management.• Performs basic database tasks such as modifying/creating queries, forms, reports, and other database objects.• Assists in the procurement, delivery/pick up and inventory control processes of departmental hardware, software and peripheral equipment, as required.• Coordinates IT training scheduling for departmental staff, as required.• Assists in IT technical training of departmental users, as required.• Acts as lead to Information Technology Aides and other clerical personnel, as required.• Assists in the installation, configuration, maintenance and troubleshooting of information technology devices including personal computers, video display terminals, printers, cabling and other hardware, as required.

Sheriff's Department: Address: 101 Centre Plaza Drive, Monterey Park, CA 91754
24-Hour Job Line: (800)970-LIST; TTY Phone: (323) 260-5291

THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER

**SELECTION
REQUIREMENTS**

One (1) year of **paid** experience providing assistance to professional information technology staff and providing routine customer related information systems related tasks at the level of Los Angeles County's class of Information Technology Aide.*

Physical Class: 2 - Light:

Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Licenses: 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: *In County service, experience at the level of Information Technology Aide refers to experience providing assistance to professional information technology (IT) staff by performing routine information systems related tasks such as executing predefined test plans, tracking issues, compiling and organizing documentation and applying scripted solutions to common user or systems related problems in a centralized information technology organization. Experience claimed will be evaluated to determine if the type, level, or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made.

**SPECIAL
INFORMATION**

Shift: Any Shift

APPOINTEES MUST BE WILLING TO WORK ANY SHIFT, INCLUDING EVENINGS, NIGHTS, WEEKENDS, AND HOLIDAYS.

SUCCESSFUL CANDIDATES MUST COMPLETE A THOROUGH BACKGROUND INVESTIGATION, INCLUDING A FINGERPRINT SEARCH.

Examples of disqualifying factors include: Any felony convictions; job related misdemeanor convictions; certain serious traffic convictions or patterns of traffic violations (3 moving violations in one year; failure to appear; at fault accidents; suspended license; driving under the influence); poor credit history; poor employment history; substance abuse; anyone on probation.

**VACANCY
INFORMATION**

The eligible list resulting from this examination will be used to fill vacancies at the Los Angeles County Sheriff's Department, Technical Services Division, Data Systems Bureau.

**EXAMINATION
CONTENT**

This examination will consist of two (2) parts:

PART I: A written test covering clerical ability, knowledge of automated office systems, database management systems, computer hardware, computer networks, and basic operating system principles weighted 60%.

ONLY THOSE CANDIDATES SCORING 70% OR ABOVE ON THE WRITTEN TEST WILL PROCEED TO PART II.

PART II: An interview covering training, experience, and general ability to perform the duties of the position weighted 40%.

CANDIDATES MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON PART I AND PART II OF THE EXAMINATION IN ORDER TO BE PLACED ON THE ELIGIBLE LIST.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

**ELIGIBILITY
INFORMATION**

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

*** * * * IMPORTANT INFORMATION * * * ***

**APPLICATION
INFORMATION**

All applicants are required to submit a Standard County of Los Angeles Employment Application, which must be submitted either online, in person, or by mail beginning on Monday, August 18, 2008, through Friday, August 29, 2008. You have the option of filing your application either through hard copy submission **-OR-** online (via electronic submission). **Please select only one method to file your application.**

Instructions for Filing Online: The Standard County of Los Angeles Employment Application for this examination can be completed online and submitted electronically beginning Monday, August 18, 2008, through Friday, August 29, 2008. Applications received electronically after 4:30 p.m., PST, on the last day of filing will not be accepted. **TO APPLY ONLINE CLICK ON THE LINK BELOW THE FILING ADDRESS.**

Instructions for Hard Copy Submission: A Standard County Employment Application for this position will be accepted either in person or by mail on business days only beginning on Monday, August 18, 2008, through Friday, August 29, 2008, from 8:00 a.m. to 4:30 p.m. at the address listed below. A Standard County Employment Application can be found at:
<http://easier.co.la.ca.us/JobInfo/empapp.pdf>.

Applications filed at any other County location **will not** be accepted if they are not received at the below location by the last day of filing. Facsimiles of the application **will not** be accepted. For further information concerning this examination, please call the Professional Examinations Unit at (323) 526-5611, TTY (323) 260-5291 or (323) 267-6669.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements at the time of filing. Of particular interest will be the breadth and length of experience in the areas covered under "Selection Requirements." Please be sure your application shows complete information, including dates for education and jobs held which relate to this position. In the space provided for education include the names and addresses of schools/colleges attended, titles of courses completed, dates completed and number of credits/units earned, degree(s) earned, and specialized field of study. 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. Attach an additional page(s) to your application, if necessary, to describe fully your related education and experience. All information supplied by applicants is subject to verification. Applications may be rejected at any stage of the selection process.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

Sheriff's Department
University Centre Bldg. - Professional Exams Unit
101 Centre Plaza Drive
Monterey Park, CA 91754
(323) 526-5611

On-Line Filing: To file On-Line,
https://easier.co.la.ca.us/easier/Applicant/applicant_logon.cfm?exid=1329.

**DISABILITY
ACCOMMODATIONS**

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (323) 526-5671.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (323) 526-5671. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (323) 260-5291 or (323) 267-6669 . The County will attempt to meet reasonable accommodation requests whenever possible.

**AN EQUAL
OPPORTUNITY
EMPLOYER**

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.

**CHILD SUPPORT
COMPLIANCE**

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**VETERAN'S
CREDIT**

VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

**EMPLOYMENT
ELIGIBILITY
INFORMATION**

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

**RECORD OF
CONVICTIONS**

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

**SOCIAL SECURITY
ACT OF 2004**

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.