



# ***SUPERIOR COURT OF CALIFORNIA COUNTY OF LOS ANGELES***

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EMPLOYMENT OPPORTUNITY *Open to the Public*

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## **COMPUTER SYSTEMS & SUPPORT ANALYST**

**EXAM NO.: R9825A**

**Salary: \$4,761.09 - \$5,914.82 monthly**

Additional monthly compensation includes a county contribution to purchase medical benefits from the County's Choices Cafeteria benefit plan. Any portion of the County contribution not used to purchase benefits is given to the employee as taxable income.

**File By: October 11, 2006**

### **POSITION DESCRIPTION:**

Computer Systems & Support Analyst provide a full range of complex on-site hardware, software, network and application connectivity and security administration support duties in a central or district location; performs the more difficult and complex problem analysis and resolution assignments; installs, configures and tests network device hardware and software.

### **EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Receives and responds to requests for technical assistance on computers, peripheral equipment, local and wide area networks, Internet and Intranet services, various server platform connections and VPN access.
- Installs, configures and tests computer hardware and standard and specialized software to meet customer profiles and computing requirements.
- Orients and trains customers on new hardware and software capabilities, uses and functions after installation and configuration.
- Diagnoses and resolves the more difficult second-level hardware, software and network connectivity problems.
- Monitors and audits trouble calls to identify current problem areas and improve performance.
- Installs and configures new devices to the network.
- Diagnose and troubleshoots local and wide area network systems. Assist in constructing data equipment racks and testing LAN cabling.
- Interview customers to identify computer hardware or software requirements and needs.

### **MINIMUM REQUIREMENTS:**

**Applicants must meet one (1) of the following options:**

**Options I:** Two (2) years of experience at the level of a Superior Court of California, County of Los Angeles Computer Support Technician II.\*\*

**Options II:** Graduation from high school or G.E.D. **-AND-** Five (5) years of progressively responsible experience in providing hardware, software and network support, two (2) years of which was at the level of a Computer Support Technician II.

Note: Experience at the level of a Computer Support Technician II is defined as performing the full range of first and second level problem analysis and resolution of help desk problem calls and work station support duties; diagnoses and resolves first and second level problem calls, providing problem resolution of issues ranging from routine to difficult.

*\*\*Verification of Experience: The Verification of Experience form is to be completed by Court employees whose assignments were re-classified to Computer Support Technician II under the Non-Judicial Classification and Compensation plan and may have obtained qualifying experience while working in a classification which would normally not provide the required experience. For the purpose of meeting the minimum requirements, please submit a verification of experience form, verified and signed by a Senior Administrator or Administrator III and attach to the application. Please identify the related duties performed and dates the duties were performed. Experience claimed may be verified/evaluated with information in the applicant's personnel file and approved by Human Resources.*

**LICENSE REQUIREMENT:**

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

**DESIRABLE QUALIFICATIONS:**

- Experience in a public agency is preferred.
- Knowledge of client/server data processing systems and peripherals, including machine capabilities and application potential.
- PC hardware, operating systems and characteristics.
- Basic principles and practices of computer platform and network operating systems, including methods and procedures for establishing network connectivity.
- Methods and techniques for the installation and configuration of hardware, software and network connectivity.
- Ability to understand, interpret, explain and apply detailed, specialized information, including rules, policies, procedures and technical documentation in carrying out job assignments accurately and efficiently.
- Install, configure and test PCs, peripheral equipment, network devices and other technology tools.
- Troubleshoot, diagnose and resolve difficult and ambiguous computer and PC hardware, software and network connectivity problems and make modifications and repairs.
- Prepare clear, accurate and comprehensive hardware and software specifications and purchase requisitions.

**EXAMINATION INFORMATION:**

**Part I:** Qualifying evaluation of education, training and experience based upon submitted application materials.

**Part II:** Oral interview, weighted 100%, covering education, experience, technical knowledge, critical analytical ability, and general ability to perform the duties of the position.

Applicants must achieve a score of 70% or higher on each part of the examination process in order to be placed on the eligibility list.

***File a completed Superior Court of California, County of Los Angeles Employment Application and Supplemental Questionnaire.***

Application materials may be obtained at public counters at the following Courts:

Airport.....11701 S. La Cienega Blvd., Rm 250	El Monte.....11234 Valley Blvd., Rm 100	Pasadena.....300 E. Walnut St., Rm 102
Alhambra.....150 W. Commonwealth Ave.	Glendale.....600 E. Broadway, Rm 273	Pomona.....400 Civic Center Plaza, Rm 101
Antelope Valley.....42011 4 <sup>th</sup> Street W, Lancaster	Huntington Park.....6548 Miles Ave., Rm 101	San Fernando.....900 Third St., Rm 1135
Beverly Hills.....9355 Burton Way, Rm 300	Long Beach.....415 W. Ocean Blvd., Rm 209	Santa Monica.....1725 Main St., Rm 101
Burbank.....300 E. Olive St., Rm 201	Los Angeles.....111 N. Hill St., Rm 203	Torrance.....825 Maple Ave., Rm 100
Chatsworth.....9425 Penfield Ave.	Los Cerritos.....10025 E. Flower St., Bellflower	Van Nuys.....6230 Sylmar Ave., Rm 107
Compton.....200 W. Compton Blvd., Rm 902	Malibu.....23525 Civic Center Way	West Covina.....1427 W. Covina Pkwy
Downey.....7500 E. Imperial Hwy	Newhall.....23747 W. Valencia Blvd.	Whittier.....7339 S. Painter Ave.
East Los Angeles.....214 S. Fetterly Ave.	Norwalk.....12720 Norwalk Blvd., Rm 101	

Web Address:

Applications may also be obtained at [www.lasuperiorcourt.org](http://www.lasuperiorcourt.org) but must be filed in person or by mail at the following location:

**Stanley Mosk Courthouse  
Human Resources Administration  
111 North Hill Street, Room 203  
Los Angeles, CA 90012**

Job Line: (213) 974-5444

**Hearing impaired applicants with telephone-Teletype equipment may leave typewritten messages by contacting us directly at (213) 613-4797.**

**APPLICATION:** Applicants are required to complete the Superior Court of California Employment Application and Supplemental Questionnaire, which must be received in the Human Resources Office no later than 5:00 p.m. on the final filing date. Applications must be completed in sufficient detail and clarity to permit comprehensive review and evaluation. **INCOMPLETE APPLICATIONS WILL NOT BE ACCEPTED.** FACSIMILE COPIES OF APPLICATIONS AND POSTMARKS WILL NOT BE ACCEPTED. All selection requirements must be met at the time of filing.

**ELIGIBILITY LIST:** Persons who successfully pass the required examination(s) will have their names entered on an eligibility list in descending score order. The highest ranking candidates will be given first consideration for hiring. Placement on the eligibility list does not guarantee an offer of employment -- only that your candidacy will be considered as long as the list is valid. Eligibility lists are normally valid for a year but may be extended or deactivated sooner to best meet the needs of the Court.

**SALARIES:** Appointments are generally made at first step of the salary range with advancement within the range upon satisfactory completion of the probationary period. Subsequent increases up to the top step of the salary range will occur annually upon receipt of satisfactory performance ratings or as otherwise dictated by established pay provisions. All salaries are subject to payroll deductions.

**BENEFITS:** Regular employees are eligible to receive a variety of benefits including health insurance, holiday and vacation leave, deferred compensation, mileage reimbursement, bilingual pay, evening and night shift salary differential and more. Additional insurance and benefits are available for management positions.

**RETIREMENT:** A retirement plan is provided to full-time employees. Court employees do not participate in Social Security. Employee contributions to the retirement system may be withdrawn upon separation from employment.

**OATH OF ALLEGIANCE:** All employees are required to take an oath of allegiance.

**MEDICAL REQUIREMENTS:** All applicants selected for employment must pass a pre-employment medical examination conducted by County examining physicians.

**FINGERPRINTING AND SECURITY CLEARANCE:** Employees are fingerprinted and must pass a criminal background check. Information obtained will be evaluated for compatibility with Court employment. Any false statement or omission of material fact may cause forfeiture to employment rights. Information presented on employment applications, resumes, and during the examination process is subject to verification.

**REASONABLE ACCOMMODATION:** The Superior Court of California does not discriminate against the disabled. Please advise the Human Resources Office if you will require special accommodation to participate in the examination.

**EMPLOYMENT ELIGIBILITY INFORMATION:** In accordance with the Immigration Reform and Control Act of 1986, all persons hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of: 1) identity and 2) U.S. Citizenship or a legal right to work permanently in the United States. C6117ED

**EMPLOYMENT PROTECTION:** As of January 1, 2001, the Trial Court Employment Protection and Governance Act provides employment protection for almost all Court employees. Employees who have civil service hearing rights with the County of Los Angeles and who promote or transfer into a non-civil service position with the Court will lose their civil service hearing rights.

**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 also permits the CSSD to request additional employment and identification information under specified circumstances. Applicants will not be disqualified from employment based on this information.

**ZERO TOLERANCE OF WORKPLACE THREATS OR VIOLENCE:** Superior Court Judicial Officers and Managers are committed to providing a safe work environment and prohibiting any workplace threats, intimidation or harassment against, or by, any Court employees. Any reported threats will initiate necessary security measures and an investigation. The Superior Court also complies with the provisions of the Los Angeles County Employee Domestic Violence Assistance Program.

**EQUAL OPPORTUNITY EMPLOYER:** All positions are open to qualified men and women. Pursuant to Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, disabled persons who believe they need reasonable accommodation or help in order to apply for or perform the necessary duties of a position may contact the Recruitment & Selection Unit at (213) 974-5224. Deaf applicants may contact California Relay at 1-800-735-2922 to reach us at the above number or those with telephone-teletype equipment may leave type written messages by contacting us directly at (213) 613-4794.

**The provisions of this bulletin do not constitute a contract, expressed or implied, and any provisions contained in this bulletin may be modified or revoked without notice. The Court also reserves the right to change the selection process to be used and weights assigned to various parts of the examination at any time during the process of this recruitment. Candidates should not assume that their inclusion in the examination process or listing on the certification list guarantees appointment to Court vacancies.**

**Superior Court of California, County of Los Angeles**  
**Supplemental Questionnaire**  
Computer Systems & Support Analyst  
Exam No. R9825A

**Applicant Name:** \_\_\_\_\_ **SSN:** \_\_\_\_\_

**INSTRUCTIONS:** **This supplemental application/questionnaire must be completed as part of your official Los Angeles Superior Court of California, County of Los Angeles Applications Support Coordinator application and examination process.** Each applicant is required to respond to each question, sign and submit it along with the application by 5:00pm on the last day of filing. **The information submitted on this supplemental questionnaire will be used by the Selection Committee in evaluating your qualifications.** Responses must be typewritten or legibly printed and should not exceed one (1) typewritten page per question using a 12-point font or larger. **Incomplete or illegible answers may disqualify you from further consideration for this recruitment. If you have not had experience in one or more areas, indicate "Not Applicable."**

**QUESTIONS:**

1. Do you possess a high school diploma or G.E.D.? ☐ Yes ☐ No

*If yes, a copy of your diploma must be attached to the application at the time of filing*

2. Please put a check mark next to the experience that you possess and complete the following section:

\_\_\_\_\_ Two (2) years of experience at the level of a Superior Court of California, County of Los Angeles Computer Support Technician II.

\_\_\_\_\_ Five (5) years of progressively responsible experience in providing hardware, software and network support.

Employer: \_\_\_\_\_ Unit/Location: \_\_\_\_\_

Position Held: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_  
(Mo/Day/Yr) (Mo/Day/Yr)

Name of Supervisor: \_\_\_\_\_

Duties and responsibilities performed: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*If additional space is needed, attach additional sheets following the same format.*

**Attach your responses to this page, then read and sign the statement which follows:**

*I, the undersigned, hereby certify that all statements made in this supplemental questionnaire are true and correct to the best of my knowledge. I understand and agree that any misstatement or omission of material fact may cause forfeiture on my part of all rights to employment with the Superior Court of California, County of Los Angeles.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## VERIFICATION OF EXPERIENCE

Computer Systems & Support Analyst

Exam Number: R9825A

**Verification of experience is required for Superior Court applicants whose assignments were re-classed as a Computer Support technician II under the Non-Judicial Classification and Compensation plan and who do not meet the stated selection requirements.**

Employee Name: \_\_\_\_\_

Employee No: \_\_\_\_\_

Current Payroll Title: \_\_\_\_\_

*Note – If additional space is needed, attach additional pages following the same format.*

Court Location	Actual Payroll Title	Classification Title for Qualifying Experience	Describe your Duties and Responsibilities	Length of time performing these duties, specify the dates (To & From inc. month, day, year for each)

*I hereby certify that all statements made in this Verification of Experience are true and correct to the best of my knowledge. I understand and agree that any misstatement or omission of material fact may cause forfeiture on my part of all rights to employment with the Superior Court of California, County of Los Angeles.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Verified by (Administrator III or Senior Administrator):**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_