



City of Los Angeles

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City of Los Angeles Personnel Department

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INFORMATION SYSTEMS OPERATIONS MANAGER

Class Code: 1411

Open Date: 04-29-16

(Exam Open to Current City Employees)

ANNUAL SALARY

\$67,713 to \$99,012; \$73,414 to \$107,364; and \$79,594 to \$116,364

The salary in the Department of Water and Power is \$91,099 to \$138,037.

NOTES:

1. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.
2. For information regarding reciprocity between City of Los Angeles departments and LADWP, go to: http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
3. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.

DUTIES

An Information Systems Operations Manager plans, organizes and directs the work of employees engaged in performing the activities and functions of a data processing center which may include computer shift operations, help desk and problem tracking, production control and scheduling, automated production control systems, automated computer operations, and other computer operations and management activities, data conversion, terminal management, applications documentation, supervising the operations required for such systems as UNIX and NT, may include responsibility for monitoring the system management consoles and for system administration on some components; applies sound supervisory principles and techniques in building and maintaining an effective work force and fulfills equal employment opportunity responsibilities.

REQUIREMENT

Two years of full-time paid experience as a Senior Computer Operator or Senior Data Processing Technician; or in a class at that level with supervisory responsibility for a group of employees involved in data processing operations, data production control, documentation, production systems support, computer operations automation support or operation of legacy and distributed server environments.

NOTES:

1. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
2. Applicants other than Senior Computer Operators or Senior Data Processing Technicians must submit a City of Los Angeles Verification of Work Experience form, which must also indicate the percentage of time performing the work that is claimed as qualifying experience. Verification of Work Experience forms may be obtained on-line at <http://per.lacity.org/exams/verifywork.pdf>.
3. Applicants may attach the completed Verification of Work Experience (VWE) form to their on-line application at the time of filing, or will have 7 calendar days from the submittal of their on-line application to submit the VWE form to the Personnel Department Building, 700 E. Temple Street, Room 100, Los Angeles, CA 90012. Failure to provide this information within the required time will result in your disqualification from this examination.
4. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).

WHERE TO APPLY

Applications will only be accepted on-line. When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon. On-line job bulletins are also available at <https://www.governmentjobs.com/careers/lacity/promotionaljobs> for Promotional Examinations.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

NOTE:

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

APPLICATION DEADLINE

Applications must be received by **THURSDAY, MAY 12, 2016.**

SELECTION PROCESS

Examination Weights:	Training and Experience Questionnaire	Qualifying
	Interview	100%

The examination will consist of a qualifying Training and Experience Questionnaire and Interview. In the qualifying Training and Experience Questionnaire candidates may be evaluated on their knowledge, experience, professional background and personal qualifications as they provide the ability to direct the work of employees engaged in the activities necessary to operate a data processing center, including knowledge of: computer terminology; basic functions of peripheral data processing equipment; basic functions of computer operating sub-systems and tasks; safety standards and procedures; supervisory principles and practices, including Equal Employment Opportunity; relevant Personnel rules, policies and procedures; and the ability to make decisions regarding administrative and technical problems; to evaluate and solve technical data processing problems; decide whether or not there are problems with proposed procedures for new and existing products to be supported within the computer department; learn and use emergency operating procedures sufficient to direct subordinates in taking appropriate action; plan the work of a group sufficient to develop policies for subordinates on work schedules; motivate subordinates; provide training to subordinates on administrative and technical matters; read and comprehend complex data processing documents and administrative and personnel documents sufficient to solve operational, technical, personnel and administrative issues; interact with information system users, vendors, personnel from other sections, supervisors, and co-workers in a way that is courteous and service-oriented; communicate effectively in writing on documents in a way that is clear, concise, accurate, logical, and persuasive using proper grammar and correct spelling; and other necessary knowledge, skills and abilities.

The qualifying Training and Experience Questionnaire will be administered in a single half-day session on **SATURDAY, JULY 16, 2016**, in Los Angeles. Candidates will be notified later by e-mail of the time and location of the written test.

The qualifying Training and Experience Questionnaire of all candidates will be submitted to an expert review panel for evaluation. The expert review panel will assign a numeric score to each candidate based on an assessment of each candidate's qualifications as described on the qualifying Training and Experience Questionnaire. Unsolicited supplemental information will not be submitted to the expert review panel.

Candidates must achieve a passing score on the qualifying Training and Experience Questionnaire in order to be invited to the interview.

Passing Score for Qualifying Test

The passing score for the qualifying Training and Experience Questionnaire will be determined by Personnel Department staff after the test is administered. Consideration will be given to the number of candidates taking the test and existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two year. **Therefore, the passing score for the qualifying Training and Experience Questionnaire may be set either above or below 70%.**

The examination score will be based entirely on the interview. In the interview, emphasis may be placed on an evaluation of the nature and adequacy of the candidate's experience, training and professional development as they have provided the background needed to carry out the duties of an Information Systems Operations Manager, including knowledge of: basic functions of computer operating sub-systems and tasks; computer terminology; basic functions of peripheral data processing equipment; supervisory principles and practices, including Equal Employment Opportunity; relevant Personnel rules, policies and procedures; and the ability to evaluate and solve technical data processing problems; plan the work of a group, including determining and prioritizing the work to be done in a time period, determining and assigning the staffing and resource allocations for that work, and determining the order in which tasks for a project should be completed; motivate subordinates; develop policies for subordinates on work schedules, breaks, and job rotation; providing training to subordinates on administrative and technical matters; make decisions regarding administrative and technical problems by seeking and using relevant information and consultants, by being logical and timely, by considering relevant factors and delegating or raising the decision to the proper level in the organization; evaluate and solve technical data processing problems by determining the source of the problem and the delay its resolution will create; decide whether or not there are problems with proposed procedures; plan and conduct meetings; read and comprehend complex data processing, personnel and administrative documents; interact with information system users, vendors, personnel from other sections in the computer department, supervisors, and co-workers in a way that is courteous and service-oriented; orally communicate with individuals and groups with and without backgrounds in data processing in a clear, convincing, and easily understood manner; make oral presentations to groups such as staff and management meetings on subjects that are being implemented in a way that is organized, clear, concise, and easily understood; and other necessary knowledge, skills and abilities.

Candidates will be notified later by e-mail of the date, time, and location of the interview which will be held in Los Angeles.

NOTES:

1. This examination is based on a validation study, and as provided by Civil Service Commission Rule 4.20, the written test will not be subject to candidate inspection.
2. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
3. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
4. A final average score of 70% is required in the interview portion of the examination to be placed on the eligible list.
5. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis. Seniority credit at the rate of 0.25 of a point for each year of continuous service will be added to the weighted test score of each candidate.

**THIS EXAMINATION IS TO BE GIVEN ONLY
ON AN INTERDEPARTMENTAL PROMOTIONAL BASIS**

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.

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