



City of Los Angeles

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City of Los Angeles Personnel Department

per.lacity.org

SYSTEMS ANALYST

Class Code: 1596

Open Date: 01-02-15

(Exam Open to All, including Current City Employees)

ANNUAL SALARY

\$54,726 to \$80,012 and \$64,665 to \$94,502

The salary in the Department of Water and Power is \$67,505 to \$83,854 and \$79,719 to \$99,054.

Candidates from the eligible list are normally appointed to vacancies in the lower salary range positions.

NOTES:

1. For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
2. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.

DUTIES

A Systems Analyst analyzes procedures, methods and operations of computer-based information systems; designs, implements, and recommends information systems to improve the efficiency and economy of City operations; performs cost benefit and feasibility analyses related to the modification of existing computer-based information systems, the maintenance and support of information systems, or the implementation of new computer-based systems; accesses and analyzes information from automated files using high-level retrieval languages.

REQUIREMENTS

1. Graduation from an accredited four-year college or university with a major in Computer Science, Information Systems, or Geographical Information Systems; **or**
2. Graduation from an accredited four-year college or university and two years of full-time paid experience in a class at the level of Management Assistant which provides experience in:
 - a. the development, analysis, implementation or major modification of new or existing computer-based information systems or relational databases; **or**
 - b. performing cost benefit, feasibility and requirements analysis for a large-scale computer-based information system; **or**
 - c. performing system implementation and support activities including software and hardware acquisition, installation, modifications to system configuration, system and application upgrade installation; **or**
3. Two years of full-time paid experience as a Systems Aide with the City of Los Angeles; **and**
 - a. Satisfactory completion of four courses, of at least three semester or four quarter units each, in Information Systems, Systems Analysis, or a closely related degree program, professional designation, or certificate program from an accredited college or university.
 - b. At least three of the courses must be from the core courses required in the program, and one course may be from either the required core courses or the prescribed elective courses of the program. A course in systems analysis and design is especially desired, but not required.

NOTES:

1. Candidates must achieve a passing score in the qualifying written test in order to be called for the subsequent portion of the examination.
2. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment to these positions 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).
3. Please note that qualifying education must be from a college or university accredited by a City of Los Angeles recognized agency. A list of approved accrediting agencies can be found at http://per.lacity.org/Accredited_Institutions_08-21-08.pdf.
4. Applicants qualifying under Requirement #2 above must identify in the Supplemental Questions section of the application the specific projects that provide qualifying experience. The minor application, modification or use of existing systems is **not** considered to be qualifying experience.
5. Four years of full-time paid experience in any of the areas noted in Requirement #2 above may be substituted for the required degree only. The two years' experience in the areas noted is still required to fully meet Requirement #2.
6. Applicants qualifying under Requirement #3 above must list in the Supplemental Question section of the application the name of the school attended, course titles, number of units, completion dates, and grades. General education courses will not meet the education requirement outlined in Requirement #3. A copy of the offering institution's catalog program description and course list must be attached to the on-line application and submitted to the Personnel Department at the time of filing. Failure to submit the requested documents may result in processing delays and/or disqualification.
7. Candidates completing the exam process will be contacted by the Personnel Department to provide required proof of qualifying four-year degree.

SELECTIVE CERTIFICATION

In accordance with Charter Section 1010 (b) and Civil Service Rule 5.31, selective certification will be used for some positions that require special skills and/or training in one or more of the following areas. Only persons possessing the following as of the close of the filing period may be considered for appointment to fill such positions. Experience in any of the following areas must have been within the past five years.

Candidates who have indicated on the application that they possess experience in the selective certification numbers 1 thru 11 below and pass the interview will be scheduled for a pass/fail written test after the interview to assess their knowledge in those areas indicated.

1. One year of full-time paid programming experience using development tools such as Power Builder, Delphi, ASP, ASP.NET, Visual Basic, Visual Basic.NET, Microsoft.NET, Java, C, C#, or C++; XML, XHTML, Ajax, Python, Ruby, PHP, Cold Fusion, Microsoft.Net, or Websphere, or other tools for business analysis, IT design, or diagramming; and using SQL with a relational database such as ORACLE, DB2, SYBASE or SQL Server **or**
2. One year of full-time paid experience administering and supporting a distributed GIS system using UNIX or Windows platforms and ESRI GIS-based specific knowledge such as ArcGIS, ArcSDE, and/or ArcIMS environmental; **or**
3. One year of full-time paid experience administering and supporting servers using the Windows and/or UNIX Server Operating Systems; **or**
4. One year of full-time paid experience developing Websites and Web content using Drupal, Dreamweaver or Photoshop; **or**
5. One year of full-time paid experience performing server design, implementation, troubleshooting, maintenance, and optimization using Novell Netware or Windows Active Directory as an operating system; **or**
6. One year of full-time paid experience working with HP Service Manager/Altiris/Service Now and Desktop Imaging and Deployment; **or**
7. One year of full-time paid experience working with CISCO networking technology, which must include either switch and router configuration, security and firewalls, or network management and troubleshooting; **or**
8. One year of full-time paid experience using virtualization software such as VMWare or Citrix Xen; **or**
9. One year of full-time paid experience administering and supporting an enterprise document management system such as Documentum, Filenet, Onbase, or Sharepoint; **or**
10. One year of full-time paid experience performing reporting and data analysis using enterprise reporting tools such as BusinessObjects, SQL Server Reporting Services or Oracle Reports; and using SQL with a relational database such as ORACLE, DB2, SYBASE or SQL Server; **or**
11. One year of full-time paid experience using Enterprise Resource Planning (ERP) packages such as AMS Advantage Financial, SAP or Oracle Financials.

Selective certification 12 requires Certificate of Completion. A copy of the Certificate of Completion must be submitted at the time of candidate's interview. Be sure that your name, social security number and "Systems Analyst" are on the copy of the certificate.

12. Certification in A+, MCDST (Microsoft Certified Desktop Support Technician), IT Infrastructure Library (ITIL) Foundation, and/or MAC OS Integration.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

WHERE TO APPLY

Applications will only be accepted online. When you are viewing the online job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon. Online job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm> for Open Competitive Examinations and at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

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, JANUARY 15, 2015.**

In accordance with Civil Service Rule 4.2, all applicants who apply may not be tested in this examination. To meet anticipated hiring needs, only a limited number of qualified applicants will be invited to participate in the qualifying written test in the following order: 1) Los Angeles City Promotional applicants who meet the minimum requirements. You must have received a regular appointment to a City position or be on a reserve list to apply for this examination as a promotional candidate; 2) Applicants currently employed by the City of Los Angeles on a part-time or exempt basis who meet the minimum requirements; 3) Remaining applicants who meet the minimum requirements in sufficient numbers to meet hiring needs in the order that applications were received. Applications submitted during the filing period will be kept on file for two years in the event that additional applicants need to be tested to meet hiring needs.

SELECTION PROCESS

Examination Weight: Written	Qualifying
Interview	100%

The examination will consist of a qualifying written test and an interview. In the qualifying written test, which will consist of multiple-choice questions, candidates may be examined for knowledge of: application development tools, programming languages, data base management applications, and office productivity tools; information technology fundamentals including types of hardware and their uses, networking principles and devices, and appropriate software tools which meet user needs; various operating systems including their definition, use, capabilities, and limitations; basic principles and concepts of database design; standard systems documentation including data flow diagrams and entity relationship diagrams; the ability to: read and comprehend technical material; configure, operate and troubleshoot basic system components; attend to details while systematically following instructions, steps or procedures; interact with people using tact, judgment, patience, and diplomacy; listen to and effectively deal with verbal criticism; and other necessary knowledge, skills and abilities.

Passing Score for Qualifying Written Test

The passing score for the qualifying written test will be determined by Personnel Department staff after the qualifying written test is administered. Consideration will be given to the number of candidates taking the test and the 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 years. **Therefore, the passing score for the qualifying multiple-choice written test may be set either above or below 70%.**

Candidates must achieve a passing score in the qualifying written test in order to be called for the interview.

The examination score will be based entirely on the interview. In the interview, candidates may be examined for knowledge of: application development tools, programming languages, data base management applications, and office productivity tools sufficient to select the appropriate tool and make recommendations on their use and/or capabilities; systems development methodology including systems development life cycle; supervisory principles and practices including Equal Employment Opportunity; the ability to: organize and integrate information into a description of potential or existing systems or problems; independently learn new application development tools, programming languages, web networking and/or database networking; evaluate viability of potential systems based on benefits or results; configure, operate and troubleshoot basic system components; organize, prioritize, and manage multiple projects of differing types and complexity levels; independently install, configure, upgrade, maintain, and secure computer operating systems; schedule sessions and select and organize appropriate materials for training; listen actively and attentively to others; present and understand information orally in a variety of settings; remain flexible and consider alternative proposals or solutions; listen to and effectively deal with verbal criticism; deal tactfully and effectively with people; and other necessary knowledge, skills and abilities.

Candidates will be notified later by e-mail of the time and location of the qualifying written test, which will be administered in a single half-day session on **SATURDAY, FEBRUARY 21, 2015**, in Los Angeles.

For the purposes of selective certification, candidates who indicated a specialized background in the unique job-related areas 1 thru 10 listed under Selective Certification in this bulletin and pass the civil service interview will be scheduled to take a pass/fail written test in those areas. The written test will be administered in a single half-day session at a later date in Los Angeles. Candidates must achieve a passing score on the interview in order to be scheduled for a written test.

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. The promotional list will ordinarily be used ahead of the open competitive list. However, if open competitive candidates receive a higher score, without military credits, than the highest available promotional candidate, after adding 0.25 of a point seniority credit for each year of continuous classified City service, the Civil Service Commission, upon request of the appointing authority, may approve certification of such open competitive candidates ahead of the promotional candidates.
3. 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.
4. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time it is determined that they do not possess the minimum qualifications stated on this bulletin.
5. A final average score of 70% in the interview portion of the examination is required to be placed on the eligible list.
6. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
7. In conjunction with Civil Service rules, applicants who have received a regular appointment to a City position or are on a reserve list will be considered Promotional candidates while all other applicants will be considered Open candidates.

NOTICE:

If you receive and accept an offer of employment to a regular position with the City of Los Angeles, your employee benefit coverage (including health and dental coverage as well as life insurance) will commence approximately six weeks after your original regular appointment. Not all positions in the City receive benefit coverage; you should inquire regarding the availability of employee benefits prior to accepting a position.

THIS EXAMINATION IS TO BE GIVEN BOTH ON AN INTERDEPARTMENTAL PROMOTIONAL AND AN OPEN COMPETITIVE 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.