

# JOB OPPORTUNITY

Job Opportunity Bulletin: #08-180

Final Filing Date: May 26, 2009  
or Until Filled

Position:	Salary:	Location:
Associate Information Systems Analyst (Specialist)	\$4,619 - \$5,897	Office of Statewide Health Planning & Development Administrative Services Division 400 R Street, Room 380 Sacramento, CA 95811

## WE'RE LOOKING FOR SKILLED IT PROFESSIONALS:

- Perform complex projects involving research, configuration, deployment, and maintenance of anti-virus, inventory, security, and performance enhancements for computer hardware and software services
- Participate with other technical experts to identify and resolve complex technical problems, independently perform extensive research, and work with vendors to resolve the most complex technical issues

If so, this is an excellent opportunity for an exceptional, responsible, and professional individual with initiative, motivation, knowledge, and experience to use best practices, work with other technical and business staff, evaluate new technologies, and support Office of Statewide Health Planning and Development's (OSHPD) technical infrastructure and business needs.

## Duties:

- Provide exceptional technical expertise and customer support services
- Serve as liaison between the Customer Services Center, the Architecture and Infrastructure unit, and business units
- Work with other support specialists to coordinate configuration and testing of software images and objects for successful deployments of desktop services
- Provide direction on setup and configuration of software, hardware, and accessories
- Implement new or upgraded network and desktop application and services
- Evaluate desktop operations and performance
- Write and review technical documentation
- Troubleshoot problems with computer systems, including hardware and software, e-mail, network and peripheral equipment problems; make repairs and corrections where required.
- Act as a technical resource to assist users and resolve problems with equipment and data; staff a centralized service desk team to facilitate the exchange of information and advice; and implement solutions

## Desirable Qualifications:

- Strong customer service and project management skills
- Strong technical skills and desire to learn new skills
- Ability to work on teams with other technical and business staff
- Ability to present ideas and information effectively, both orally and in writing

## Who May Apply:

Applications will be accepted from individuals currently in the class or who have list, transfer or reinstatement eligibility to the class. Individuals with list appointment should attach a copy of their notice of test results. Appointment is subject to SROA/surplus policies. The most qualified individuals will be selected for an interview.



OFFICE OF STATEWIDE HEALTH PLANNING AND DEVELOPMENT

400 R Street, Suite 312  
Sacramento, CA 95811-6213

— An Equal Opportunity Employer

Interested individuals should submit a resume and a State Examination and/or Employment Application, STD. 678 to:

Information Technology Services Section  
Attention: Karan Marsh (JOB # 08-180)  
400 R Street, Room 380  
Sacramento, CA 95811

For more information contact Karan Marsh (916) 326-3977 or [kmarsh@oshpd.ca.gov](mailto:kmarsh@oshpd.ca.gov)

Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.