



Controller Betty T. Yee

California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-3055.

Position:

(5786) Associate Systems Software Specialist (Technical)

Position #:

051-340-1585-002

Salary Range:

\$4821.00 - \$6333.00

Issue Date:

6/24/2016

Contact:

Denise Middleton (916) 323-6695

Location:

Information Systems Division
300 Capitol Mall, Suite 634
Sacramento, CA 95814

Final Filing

Date:

July 11, 2016

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit application package electronically via your CalCareers account or to address below:

State Controller's Office
Human Resources Office
ATTN: Classification Unit - CLT
300 Capitol Mall, Ste. 300
Sacramento, CA 95814

Mailed application should include either JOB Control or "051-340-1585-002" REF# 16-125 and the basis of your eligibility in the job title section. Applications without this information may be rejected.

(Statewide)

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

Under the general direction of the Data Processing Manager II, the incumbent serves as a Division Contact for the State Controller's Office Special Projects (Fi\$Cal), the Executive Office and Information Systems Division. The incumbent is also a technical support for Software packaging and enterprise desktop image creation utilizing Microsoft Deployment Toolkit and works independently within the Customer Service Center providing a higher level of expertise, analysis, and resolution to escalated complex technical and service requests for the department. The incumbent will directly support the Fi\$Cal Project. The incumbent will provide support to the department's enterprise desktop environment, which includes creating system images, managing software application packages, and maintaining standard configurations for both hardware and software; have knowledge of the approval process for information technology projects. The incumbent must exercise initiative, independence of action and originality; demonstrate tact and exercise sound judgment that recognizes the best interests of the State and Project. The incumbent must have experience in supporting Microsoft operating systems, and smartphones. Travel to SCO remote sites will be necessary. Duties include but are not limited to the following:

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

1. Act as a member of the Customer Service Center Team in supporting the State Controller's Office Special Projects (Fi\$Cal), Executive Office and Information Systems Division staff, assigning tickets, coordinating and serving as the primary support expert for the Hewlett Packard Service Center application, identify and resolve complex problems.
1. Primary Fi\$Cal IT support and secondary support for the Information Systems Division and the Executive Office on both the 18th floor and in Los Angeles. User account and security privilege setup and maintenance in Active Directory via the Active Directory management console. Content and Data updates when required and monitoring for version control and applying corrections and communications to customers where necessary.
1. Provide 1st and 2nd level technical support for Windows 10, 8.1 and 7 operating systems on desktop and laptop computers. Configure, install software and deploy Android and iOS smartphones to the enterprise. Support all PC hardware platforms, software applications and peripherals. Install, and configure Microsoft Bit- Locker encryption software, for Windows. Utilize VBScript to create, deploy, and implement SCO enterprise wide software applications on the SCO network via Active Directory.
1. Possess an expert knowledge and advance experience in the installation, maintenance, troubleshooting, and implementation of complex computer systems and Smartphones. Implement and maintain Information Technology Infrastructure Library (ITIL) best practices within the Customer Service Center. Through Active Directory, perform complex network administration tasks specific to access rights to network resources such as software, folders, and network printing.
1. Analyze complex data and assess situations related to the SCO Information Technology (IT) infrastructure; identify and resolve complex problems. Coordinate, monitor, and ensure effective operations of the department's multiple hardware/software environments. Develop, document, and implement effective solutions to complex IT hardware/software related service requests.
1. Participate in the asset inventory and asset management for the ISD and Executive Office equipment as well as the Customer Service Center (CSC). Create and maintain written procedures and documentation. Prepare and release ad hoc reports as requested by management. Monitor, test, and coordinate changes to CSC production databases and spreadsheets. Utilize and maintain the full capabilities of all software enterprise tool sets. Provide IT support for Technology Recovery exercises at WBC and White Rock.

- 1 Participate in quality control audit on SCO IT assets; reconcile discrepancies, and document results.
- 1 Train technical staff using application analysis and technical industry best practices; provide technical expertise and guidance to the CSC team and the department personnel. Train technical staff to utilize development and maintenance methodologies.
- 1 Train CSC staff on processes and guidelines to support the SCO's existing technical infrastructure related to hardware/software applications, specifically in the area of software change management, release management, configuration management, production incident response, and technical documentation.
- 1 Serve as the advanced technical consultant and advisor providing recommendations on decisions and proposed plans being implemented that relate to the SCO IT infrastructure. Consult EO and ISD staff in all related IT procurements and completing the required Information Technology Acquisition Requests (ITARs) for submission to the DAO.
- 1 Participate in committee meetings that address technical requirements and approvals necessary to implement large-scale information technology projects pertaining to hardware/software systems. Maintain an awareness of state-of-the-art office automation technology and office requirements; Keep current on software technology trends, industry best practices, and processes.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 1/15