



# career opportunity

## California Department of Technology

Office of Customer Engagement

Senior Information Systems Analyst (Specialist) \$5,824 - \$7,655

Permanent/Fulltime

Final File Date: Until Filled



### Who Are We?

The California Department of Technology (CDT) is one of the largest suppliers of Information Technology (IT) services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.



The Office of Customer Engagement acts as a liaison and interface between our department and the customer organizations we serve. The office supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events, and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.



### What You'll Be Doing...

The Senior Information Systems Analyst (Sr. ISA) (Specialist) acts as an Account Manager (AM) responsible for managing the California Department of Technology (CDT) relationships with a variety of medium complexity customer accounts. The Sr. ISA (Specialist) possesses an advanced level of IT knowledge and works toward ensuring monolithic/silo applications are not perpetuated in future development processes. The Sr. ISA (Specialist) works directly with their suite of accounts' CIOs, directorates, high-level IT and business managers, and system/application technologists to advocate technology solutions for current and future IT needs in alignment with the State IT Strategic Plan.



If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and problem solving skills to work, this could be the position for you.

For a more complete job description, click on this link to view the Duty Statement:  
[Senior Information Systems Analyst \(Specialist\)](#)



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## Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills and abilities, and can work in the following environment:

- Excellent customer service, communication, and presentation skills.
- Ability to develop positive working relationships with and provide leadership to all levels of State staff and external stakeholders.
- Technical experience on a wide range of IT subjects, including IT system design, testing, implementation, administration, and evaluation.
- Ability to define business and technical requirements, evaluate plans and outcomes, develop and modify processes and procedures, and lead the development of IT documents, such as S1BAs, S2AAs, RFPs, and Budget Change Proposals (BCPs).
- Understanding of requirements analysis principles, cost-benefit principles and methods, and risk management techniques.
- Understanding of industry trends, CDT services, and how emerging technologies might enhance CDT's ability to meet future customer needs.
- Use technology, tools, and repeatable processes to achieve the highest level of productivity, and model and advocate such use to all CDT staff.

## How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY  
P. O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attn: De Ann / RPA #16-127  
Inquiries: Alex Bessonov (916) 431-5476

**When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.**

To be considered for the position of a **Senior Information Systems Analyst (Specialist)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

## The Fine Print...

Applications will be accepted only from individuals currently at the **Senior Information Systems Analyst (Specialist)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

