



**MULTI-DEPARTMENTAL PROMOTIONAL EXAMINATION
SPOT – SACRAMENTO**

FINAL FILING DATE IS DECEMBER 12, 2008

DATA PROCESSING MANAGER I \$5,318 - \$6,789

California State Government - An Equal Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, age, disability, religious or political affiliation or sexual orientation. It is the 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.

8HF05

NOVEMBER 24, 2008

PARTICIPATING DEPARTMENTS: Office of Systems Integration
 Department of Alcohol and Drugs Programs
 Department of Health Care Services
 Department of Public Health
 Department of Rehabilitation
 Department of Social Services

WHO SHOULD APPLY: All applicants must be State employees who have a permanent civil service appointment with the departments listed above and meet the minimum qualifications (entrance requirements) as stated in this announcement by December 12, 2008, the final filing date.

HOW TO APPLY:

Applications may be filed in person to:
 Office of Systems Integration (OSI)
 Human Resource Services
 2525 Natomas Park Drive, Suite 200
 Sacramento, CA 95833

Applications may be filed by mail to:
 Office of Systems Integration (OSI)
 Human Resource Services
 P.O. Box 138014
 Sacramento, CA 95813

FINAL FILING DATE IS DECEMBER 12, 2008: Each applicant must complete and submit an Examination Application (STD 678) no later than the final filing date. All applications must include: "from" and "to" dates (month/day/year); time base; and job titles. Applications received without this information may be rejected.

Applications postmarked or received after 5:00 p.m. on the final filing date will not be accepted for any reason.
DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

SPECIAL TESTING ARRANGEMENTS: If you have a disability that requires special assistance or special testing accommodations, please mark the appropriate box in #2 of the application. You will be contacted to make specific arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: All applicants must meet the education and/or experience requirements as stated in this announcement. Submitting an application for this examination indicates that you have read, understood, and possess the minimum qualifications as required.

EXAMINATION INFORMATION: This examination will consist of a Qualifications Appraisal Interview weighted 100%. The interview will be based on job-related questions developed from the knowledge, skills and, abilities listed in the examination scope. It is anticipated that the interviews will be held during the month of **March/April 2009**.

A single departmental promotional list will be established for the participating departments. In order to be placed on the list, a minimum rating of 70% must be attained in the interview. The list will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. **Candidates who do not appear for the interview will be disqualified.**

POSITION DESCRIPTION: A Data Processing Manager I is the first full management level responsible for planning, organizing, coordinating, and reviewing the activities of a data processing staff through subordinate supervisors or may (1) direct all activities in a small Information Technology (IT) organization with responsibility for any combination of analysis, programming, processing, computer operation, and related functions, or (2) direct a group of data processing analysts at the journeyperson level.

MINIMUM QUALIFICATIONS:

Either I

One year of experience in the California state service performing electronic data processing duties of a class with a level of responsibility equivalent to Information Systems Technician Supervisor II.

Or II

Four years of progressively responsible experience in EDP systems design, programming, or operations, at least two years of which shall have been in a supervisory assignment. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Information Systems Technician Supervisor II.) **AND**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

EXAMINATION SCOPE

KNOWLEDGE OF:

1. Personnel management (e.g., recruitment, employee supervision, collective bargaining agreements, staff development, progressive discipline, etc.) in order to manage staff resources.
2. Current information technology industry and practices to provide guidance, consultation and advice, and make Information Technology (IT) related decisions.
3. Concepts related to managing change in the IT environment.
4. IT communication systems to consult and make decisions on complex IT issues.
5. The Equal Employment Opportunity program and the processes to ensure compliance and maintain a work environment free from harassment and discrimination.
6. Principles and processes used in providing customer services (e.g., IT service catalog, IT service management and customer satisfaction evaluation techniques) to efficiently and effectively manage IT resources.
7. IT equipment and tools (e.g., hardware, software, documentation, etc.) to consult and make decisions on complex IT issues.
8. Administrative processes (e.g., human resources, environmental Health & Safety. facilities management, etc.) in order to maintain operations.
9. State laws and IT regulatory policies (e.g., State Administrative Manual (SAM), State Information Management Manual (SIMM), Department Operations Manual (DOM), etc.) to ensure compliance with State regulations.
10. Administrative activities, control agencies and state/federal requirements for contracting, budgets, and fiscal functions.
11. The subject matter to allow for problem identification, recommendations and alternatives.

12. System components, connected devices, county operations, regulations and policies.
13. The System Development Life Cycle principles and methods for IT services.
14. The principles of effective verbal, written and group communication to accurately and effectively communicate job related information.
15. The principles of information security as they relate to the protection of IT assets.
16. The operational recovery planning process as it relates to the recovery of all IT assets.
17. Risk management/mitigation strategies.
18. Data gathering and analysis techniques to assist in identifying and improving service level objectives.
19. Practices and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation.

SKILL TO:

1. Identify problems (e.g., human resources, budget, IT projects, etc.) in order to deal with short and long term issues.
2. Make judgments and decisions on relative costs and benefits of a potential action to manage the operation.
3. Analyze the various components of the Application Change Procedures to identify what works or doesn't work efficiently and propose modifications.
4. Communicate effectively with others (verbal/written) as indicated by the need (e.g., inform, request, explain, document, etc.) to clearly express an idea or concept.
5. Motivate, develop and direct people in the performance of their work to improve the work environment and increase productivity.
6. Establish and maintain priorities to clearly define expectations to staff and to manage workflow.
7. Facilitate consultation with advisers and other interested parties (e.g., Subject Matter Expert, staff, vendors, etc.) on a variety of subject-matter areas to resolve complex IT related problems.
8. Ensure that Federal and State security policy and mandates are met.

ABILITY TO:

1. Accurately gather and organize data to complete analysis and identify and recommend changes within required time frames.
2. Apply industry standards to the review and evaluation of complex technical specifications and to prepare recommendations to project executive management.
3. Gain and maintain the confidence of others to promote staff morale and improve working relationships with staff, peers, and others.
4. Make decisions as appropriately to manage the operation.
5. Work effectively with end-users who participate in requirements analysis and design sessions.

VETERANS' PREFERENCE CREDITS AND CAREER CREDITS: Veterans' preference credits and career credits are not granted in promotional examinations.

CONFIDENTIALITY AND SECURITY: Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination materiel before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

GENERAL INFORMATION

Contact information: Questions about this examination announcement should be directed to the Office of Systems Integration, Human Resource Services at (916) 263-3253.

Telecommunication Device for the Deaf (TDD) is reachable only from telephones equipped with a TDD device. California Relay (Telephone) Service for the deaf or hearing-impaired: TDD telephones: (800) 735-2929; Voice telephones (800) 735-2922.

It is the candidate's responsibility to contact the Office of Systems Integration, Human Resource Services at (916) 263-3253 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board (SPB) or you can download an application at www.spb.ca.gov.

If you meet the requirements for admittance to this examination and the minimum qualifications you may take this examination. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be used to determine your final score.

All participating departments reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all candidates will be notified.

Eligible List: Eligible lists established by examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Eligibility is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be accepted under the provisions of Rules 234, 235, and 235.2. SPB Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the State Personnel Board and on the intranet at www.spb.ca.gov.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Equivalent to Graduation from College: Means possession of a bachelor's degree from an accredited or approved four-year institution. When the college requirements indicate "specialization in" or "major work in" a certain field (such as accounting), it means you must possess a bachelor's degree in that field or show completion of coursework in the field sufficient to constitute a major.