



**Department of Consumer Affairs**  
**CALIFORNIA BUREAU OF REAL ESTATE**

*Equal Opportunity Employer*

**Job Opportunity**

**STAFF INFORMATION SYSTEMS ANALYST (SPL)**

**Los Angeles**

*Limited Term (24 months)— Full-time*

The California Bureau of Real Estate has one opening in its ITS section for a Staff Information Systems Analyst (T). The office is located at 320 W. 4<sup>th</sup> St., Suite 350 Los Angeles 90013. This position is Limited Term (24 months), Full-time. However, this position may become permanent in the future.

***Duties of the position include:***

- Act as server administrator for configuration, management and on-going support of CalBRE's Windows servers installed in district offices.
- Provide 2nd level support for highly complex issues related to computer systems, software applications, printers and other hardware peripherals. Monitor and respond to assigned Service Pro tickets from 1st level support and assist users in a timely manner. Identify, troubleshoot, resolve and document user system issues. Respond to tickets either in person, over the phone, or using remote desktop software. Diagnose and resolve other system issues as needed.
- Utilize advanced equipment diagnostic and repair techniques to resolve technical problems both locally and using remote desktop software tools (Dameware/Remote Desktop). Install and remove hardware and software. Maintain hardware and software inventories within a shared database. Complete operating system upgrades, service pack installations and computer reimaging. Perform the following (which may require lifting 20-50 pounds, carrying, kneeling, and pushing and/or pulling): equipment maintenance and cleaning, moving, unboxing and setting up computer equipment.
- Develop and assure all IT technical guidelines and procedures are current, organized, and meets compliance standards (this includes IT Security manuals, IT Operational manuals, system configuration documentation, and disaster recovery procedures). Develop electronic training documentation and user guides for the on boarding of new CalBRE staff.

***Required/Desirable qualifications:***

- Knowledge and experience with Windows Servers, Active Directory, Group Policy, DNS, DFS, DHCP, TCP/IP.
- Knowledge and experience with WSUS Patch Management, Enterprise Symantec Anti-Virus, Websense filtering.
- Ability to manage time and activities to complete concurrent assignments timely.
- Ability to work well independently or as a team member.
- Ability to quickly learn, develop & evaluate new technologies.
- Flexibility and willingness to adapt to changes in priority and/or workload demands.
- Effective communication skills with end users, technical staff, and the vendor community.
- Excellent skills in problem analysis and resolution. Excellent attendance.

**Salary:** \$5166-6793

**Who may apply:** Eligible candidates who are current state employees with status in the above classification or lateral transfers in an equivalent class, former State employees who can reinstate into this class or persons who are reachable on a current employment list for this classification. All methods of appointments, including Training and Development (T&D) Assignments will be considered. All interested applicants must submit a standard State Application Form STD 678 (Rev. 10/2013) with original signature, and must clearly indicate the basis of their eligibility in the "Explanations" section of the STD 678. SROA and Surplus candidates are encouraged to apply. Appointment is subject to SROA and State Surplus policies. Surplus candidates must submit a copy of their surplus status letter. All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the Classification Code or Title you wish to review. In addition, please attach all required supporting documents (i.e. transcript/diploma, license and/or required certificate) to your application. Applications will be screen and only the most qualified applicants will be considered for an interview. All appointments are subject to approval of the Office of Human Resources. CalBRE is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, age, national origin, or disability. Please indicate RPA #623-099 on your application in order for it to be considered. Note: Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, incumbents for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

***Submit Applications to:***

Bureau of Real Estate - Human Resources  
1651 Exposition Blvd.  
Sacramento, CA 95815  
(916) 263-7361

**California Relay Service:** 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

**Applications may be obtained from the CalHR website at <http://www.jobs.ca.gov>.**

**FINAL FILING DATE: July 14, 2015**

**Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above date. Applicants will be screened on the Required/Desirable Qualifications shown above and interviews will be conducted on a flow basis. Only those most qualified will be contacted for an interview.**