All applicants for this job announcement are required to complete and attach the Supplemental Questionnaire to their standard employment application.

Bulletin Number: 43714BR
Type of Recruitment: Open Competitive Job Opportunity
Department: Internal Services
Position Title: SENIOR OPERATING SYSTEMS ANALYST
Additional Title: APPLICATIONS MUST BE FILED ONLINE ONLY
Exam Number: W2551R
Filing Type: Open Continuous
Filing Start Date: 09/17/2014
Salary Type: Monthly
Salary Minimum: 6463.28
Salary Maximum: 8476.36

Represented Employees:

- Cafeteria Benefit Plan
- Contributory Defined Benefit Retirement Plan
- Matched Deferred Compensation & Thrift Plans
- 11 Paid Holidays
- Generous Vacation and Sick Leave Benefits
- Flexible Work Schedules

Position/Program Information:
Under direction, supports complex operating systems and associated software and hardware on midrange servers or mainframes hosting critical applications in a high-availability environment. These environments require formal change management and problem resolution procedures, highly fault tolerant configurations, and comprehensive back-up and recovery solutions. This is the senior-level class in the Operating Systems series. Incumbents in this classification typically report to an information technology supervisor or manager. Incumbents perform the more difficult assignments of configuring, analyzing, and maintaining complex systems, including configuring, planning, coordinating and implementing releases, upgrades, or
changes to operating systems, servers, security systems, and related software. They work under general guidelines and apply extensive technical expertise in the execution of their duties. These positions require the application of specialized knowledge of one or more of the following: database management software, communications software, compilers, storage management solutions, network monitoring and management solutions, messaging systems, IT security, performance analysis and tuning, and capacity planning.

Essential Job Functions

Installs, configures, maintains, and upgrades operating systems.

Analyzes system utilization and performance data and makes configuration changes to achieve agreed upon service levels.

Identifies and resolves system anomalies and operational problems.

Allocates and organizes data storage.

Configures system interfaces or management consoles.

Installs, configures, and maintains server or mainframe-based communications services, database management software, compilers, storage management solutions, network monitoring and management solutions, or IT security systems and related software.

Conducts performance analysis, tuning, and capacity planning.

Evaluates, tests, and implements vendor-provided patches and upgrades in accordance with change management procedures.

Develops system utility programs and procedures to enhance operations and support for applications.

Develops and publishes procedures for operations/helpdesk staff and for problem resolution.

Implements and maintains back-up and restore solutions; performs back-up and restore operations.

Implements and maintains disaster recovery solutions.

Participates in the evaluation and selection of system tools, utilities, and solutions.

Maintains IT security systems as described in policies and procedures.

Implements and administers IT security systems (i.e., desktop, network, server, mainframe, database and application).

Creates and maintains the more complex custom scripts.

Works with application development and support staff to analyze hardware and operating system requirements and participates in the development of specifications.
Works with vendors to develop and implement solutions to specific problems or to meet specific objectives.

Determines compatibility and performance impact of application, system and security changes.

Maintains an understanding of evolving industry trends and technologies.

Installs and configures servers, networking devices, storage devices, databases, security devices and related equipment.

Uses monitoring and management software to protect against internal and external threats, monitor system availability and monitor system performance and initiate corrective action.

Leads and coordinates project team to implement systems software components and hardware upgrades and deployments.

Provides direction to lower level Operating Systems Analysts.

**SELECTION REQUIREMENTS:**

**OPTION I:** Graduation from an accredited* college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field,** and two (2) years of recent,***** full-time, paid experience in a centralized Information Technology organization*** configuring, analyzing, and maintaining complex systems,**** including configuring, planning, coordinating and implementing releases, upgrades, or changes to operating systems, security systems, servers and related software, one (1) year of which must be in a midrange, IT or network security, or mainframe environment with formal change management, problem resolution procedures, and back-up and recovery plans.

**OPTION II:** One (1) year of recent****** experience as an Operating Systems Analyst in the service of the Los Angeles County.*****

**OPTION III:** Three (3) years of recent,***** full-time, paid experience configuring, analyzing, and maintaining complex systems,**** including configuring, planning, coordinating and implementing releases, upgrades, or changes to operating systems, security systems, servers and related software, two (2) years of which must be in a midrange, IT or network security or mainframe environment with formal change management, problem resolution procedures, and back-up and recovery plans.

**Physical Class**

**Physical Class II** – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s) Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Desirable Qualifications**

**TECHNICAL:**

Demonstrated recent experience in one or more of the following areas:

Area 1: Server Administration (including Unix, Linux, Windows, and VMWare)
Area 2: Mainframe Administration (including Capacity Planning, Trend Analysis, SAS, Virtual Tape (VTS), Storage Management and System Automation.
Area 3: Storage Administration (including SAN, NAS, and CAS).
Area 4: Database Administration (including Oracle, Microsoft SQL Server, MySQL, ADABAS, IMS, and DB2).
Area 5: Application Server Administration (including WebSphere, Oracle WebLogic, Oracle Application Server, JBoss, and Tomcat).
Area 6: IT or Network Security Administration (including SSL VPN, Firewalls, Router ACL, Web Application Firewall, IPS/IDS, Application Security and Host Security).
Area 7: Network Administration (including Routing/Switching, Load Balancers, DNS, and DHCP).

Demonstrated experience in the monitoring and performance tuning of operating systems, servers, applications, and IT or network security systems.

Demonstrated experience in the evaluation and assessment of security policies and procedures for operating systems, database systems, IT or network security systems, and application servers, in a highly complex IT environment.

Demonstrated experience in the evaluation, testing and implementation of vendor-provided patches and upgrades in accordance with change management procedures.

**GENERAL:**
Ability to effectively communicate technical concepts with co-workers, management, vendors, and customers both verbally and through written communication.
Ability to work independently, define priorities and meet critical deadlines.
Strong problem solving and analytical skills to resolve issues and challenges.
Strong customer service and interpersonal skills.

In order to receive credit for any type of college degree, you must include a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization within fifteen (15) calendar days of filing.

**Closely related fields include Computer Engineering, Computer Information Systems, Computer Science and Engineering, Electrical Engineering and Computer Science, Management Information Systems, and Mathematics with Computer Science. Any degree that is not specifically listed will be reviewed by IT subject matter experts to determine whether the degree qualifies.**

***A centralized Information Technology organization, is that which is responsible, under the direction or guidance of the coordinated executive command structure for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.***

****Complex systems are defined as those involving the strategic deployment of hardware, software, networking, systems,
data, telecommunications, and/or security in project environments with a high degree of risk, monetary commitment, or enterprise-wide impact.

*****To qualify under option II, applicants must have county status in this class, as evidenced by holding such payroll title. No out-of-class experience will be accepted.

*****Recent experience are considered experience within the last five (5) years.

Accreditation Information

Accreditation: *Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Examination Content

This examination will consist of an Oral Interview covering training, experience, personal fitness and general ability to perform the duties of the position weighted 100%. **Candidates must achieve a passing score of 70% or higher on the interview in order to be placed on the Eligible Register.**

Special Information

A thorough background investigation (including fingerprint search and reference verification) will be required of candidates. Candidates who are found to be unsuitable for employment as a Senior Operating Systems Analyst will be removed from the certification list pursuant to Civil Service Rule 6.04.

**DISQUALIFYING FACTORS INCLUDE, BUT ARE NOT LIMITED TO:**

- Felony convictions
- Certain job-related misdemeanor convictions
- Certain serious traffic convictions or patterns of traffic violations (e.g., 4 or more moving violations within the past 2 years, fail to appear, at-fault accidents and driving under the influence)
- Illegal use of certain controlled substances
- Poor employment history

Vacancy Information

The resulting eligible register for this examination will be used to fill vacancies in the Computing Services Branch, Information Technology Service or the Internal Services Department located at 9150 E. Imperial Hwy., Downey, CA 90242.

Eligibility Information

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation. **PASSING THIS EXAMINATION AND BEING PLACED ON THE ELIGIBLE REGISTER DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.**
RETAKE: NO PERSON MAY COMPETE FOR THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.

APPLICATIONS WILL NOT BE ACCEPTED BY U.S. MAIL, FAX, OR IN PERSON

APPLICATIONS MUST BE FILED ONLINE ONLY

All applicants for this examination are required to submit a standard Online Los Angeles County Employment application. Although a resume may be attached, it will not be accepted as a substitute for the standard Los Angeles County Employment Application.

Fill out your application and supplemental questionnaire completely. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. The acceptance of your standard Online Los Angeles Employment Application depends on whether you have clearly shown that you meet all of the Selection Requirements. Completely and correctly fill out every portion of your application to receive credit for all relevant experience, education, or training according to the Selection Requirements. Fully address any desirable qualifications that you meet, if applicable. In the space provided for education, include the names and addresses of schools attended, title of courses completed, dates completed, and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and end dates, description of work performed, total number of hours worked, and salary earned.

WE MAY CLOSE THIS EXAMINATION WITHOUT PRIOR NOTICE.

ALL INFORMATION IS SUBJECT TO VERIFICATION

WE MAY REJECT YOUR APPLICATION AT ANY STAGE OF THE SELECTION PROCESS

INSTRUCTIONS FOR ONLINE FILING
Click on the tab above or below this bulletin that reads APPLY TO JOB to apply online.

We must receive your application by 5:30 p.m., Pacific Standard Time (PST), on the last day of filing.

NOTE: NO ATTACHMENTS MAY BE APPENDED TO YOUR ON-LINE APPLICATION ONCE YOU PRESS "SUBMIT." To avoid your application rejected as incomplete, have ALL required documents (i.e., copy of degree, supplemental questionnaire, etc.) uploaded as attachments BEFORE submitting your online application.

If you are unable to attach the required documents, you may fax them to (323) 780-9006 within fifteen (15) calendar days of filing.
SOCIAL SECURITY NUMBER: All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e., 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES: For candidates who may not have regular access to a computer or the internet, applications can be completed on computer at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORDS: All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record.

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

COUNTY OF LOS ANGELES BULLETIN INFORMATION

OR

Visit [http://hr.lacounty.gov/](http://hr.lacounty.gov/) to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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<thead>
<tr>
<th>Department Contact Name</th>
<th>Irene Ontiveros</th>
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<tbody>
<tr>
<td>Department Contact Phone</td>
<td>(323) 881-4687</td>
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<tr>
<td>Department Contact Email</td>
<td><a href="mailto:iontiveros@isd.lacounty.gov">iontiveros@isd.lacounty.gov</a></td>
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<tr>
<td>ADA Coordinator</td>
<td>(323) 267-2432</td>
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<tr>
<td>Phone</td>
<td>(800) 897-0077</td>
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<tr>
<td>Teletype Phone</td>
<td>(800) 899-4099</td>
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<td>California Relay Services Phone</td>
<td>(800) 735-2922</td>
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