



COUNTY OF LOS ANGELES
invites applications for the position of:

STUDENT PROFESSIONAL WORKER, INFORMATION TECHNOLOGY

SALARY: \$22.58 - \$22.58 Hourly

OPENING DATE: 04/18/19

CLOSING DATE: Continuous

POSITION/PROGRAM INFORMATION:



EXAM NUMBER:

R2482C-R

FILING START DATE:

April 19, 2019 at 8:00 A.M. (PDT) -This examination will remain open until needs of the service are met and is subject to closure without prior notice.

TYPE OF RECRUITMENT:

Open Competitive Job Opportunity

DEFINITION:

Performs sub-professional duties in information systems technology while enrolled as a junior in an accredited four-year college studying Computer Sciences, Information Technology, or a related field.

CLASSIFICATION STANDARDS:

Positions allocable to this class work on a part-time hourly basis in the Information Technology operation of a department, perform IT-related duties 100% of the time, and work under direct supervision of IT professional personnel. Student Professional Worker, Information Technology, is distinguished from Student Worker, Information Technology by the incumbent's advanced educational training and knowledge. Incumbents assist information technology professional and technical staff in the day-to-day operations within an information systems environment. They are expected to exercise progressively developing skills and knowledge in the Information Technology area in which they are assigned, while enhancing with practical experience their academic preparation for working on a full-time or professional basis in Information Technology. Incumbents must be able to transport, lift, move, and install computer hardware and software on a routine basis.

ESSENTIAL JOB FUNCTIONS:

- Performs a wide-range of technical support duties including configuration of computers, printers, and installation of equipment and applications software, simple maintenance and repair of

computers and printers, and identification and resolution of computer hardware and software problems.

- Assists in preparing test data and test plans, system and program documentation, and in preparing and debugging detailed coding instructions.
- Assists in monitoring, evaluating, and debugging network systems and coordinates with ITS regarding possible changes to improve operations and efficiency.
- Assists in providing end user hardware and software support in a help desk environment.
- Assists in the development of macros, web pages, and simple modifications to existing software applications.
- Assists in writing computer programs and provides documentation to streamline information processing and program data analysis.
- Assists IT staff in the development and dissemination of newsletters, graphics, charts, forms, or handouts during training sessions.
- Assists in ad hoc report development.
- May create, modify, or maintain simple applications/databases for data, such as training information, budget or departmental data, etc.
- May provide basic training to department staff on technical topics, software products, and use of utilities.
- May participate in preparing detailed coding instructions using COBOL or other higher-level computer programming languages.

REQUIREMENTS:

MINIMUM REQUIREMENTS:

Current enrollment in an accredited four (4) -year college with specialization in Computer Science, Information Technology, or a related field and successful completion of 60 semester units or 90 quarter units.

LICENSE:

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

PHYSICAL CLASS: 3 - Moderate.

Includes standing or walking most of the time, with bending, stooping, squatting, twisting, and reaching; includes working on irregular surfaces, occasionally lifting objects weighing over 25 pounds, and frequent lifting of 10-25 pounds.

SPECIAL REQUIREMENT INFORMATION:

In order to qualify, applicants MUST provide the following three (3) documents:

1. **Proof of Current Enrollment.** Acceptable proof includes Current Class Schedule or Registration Card confirming applicant has registered for the coming semester/quarter, or official transcripts. Unofficial document will be accepted, but it must clearly show class enrolled, class term, name of school and student's name. Weekly class schedule, payment statement or bill receipt, and acceptance letter will **NOT** be accepted.
2. **Proof of Academic Specialty** regarding declared major (e.g., Computer Science, Information Technology, or a related field). Acceptable proof includes **official transcripts** which reflect declared major or an **official letter** (with school seal and signature) stating declared major. Unofficial transcripts or school acceptance letter will **NOT** be accepted.
3. **Proof of College Units Earned or Academic Status** (e.g., freshman, sophomore, junior or senior). Acceptable proof includes **official transcripts or an official letter** (with school seal and signature) stating the units earned towards academic status. Unofficial transcripts or acceptance letter will **NOT** be accepted.

Applicants must attach the above required document(s) at the time of filing (*preferred*) or email document(s) to dhrsw@hr.lacounty.gov within 15 calendar days of application submission, if

you are unable to attach document(s) at time of filing. Please include your full name and exam title or exam number.

IF HIRED, CANDIDATES MUST CONTINUE TO BE ENROLLED AND ATTEND SCHOOL TO MAINTAIN STATUS IN THE POSITION.

ADDITIONAL INFORMATION:

EXAMINATION CONTENT:

This examination will consist of a multiple choice test weighted 100% covering Navigation, Service Orientation, Tactful Problem Solving , Data Entry Speed, Data Entry Accuracy, Professional Potential, Achievement Orientation and Computer Technical Support (Backup and Recovery, Device Support Software, Hardware Components, Hardware Troubleshooting, New Hardware Installation, Peripheral Troubleshooting, Security and Biometrics).

TRANSFER OF SCORES:

Applicants who have taken identical multiple choice tests for other exams within the last 12 months will have their test responses for the identical test part(s) automatically transferred to this examination.

IMPORTANT NOTE:

- **Applicants must complete all test parts** in order to have their examination scored.
- **Test invitation letters** and other **correspondence** will be sent electronically to the email address provided on the application.
- **Notice of Non-Acceptance and Final Result Letters** will be sent via United States Postal Service (USPS) mail.
- **Multiple choice test scores** cannot be given over the telephone.

MULTIPLE CHOICE TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19

CANDIDATES MUST MEET THE MINIMUM REQUIREMENTS AND ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON THE MULTIPLE CHOICE TEST IN ORDER TO BE PLACED ON THE ELIGIBLE REGISTER.

ELIGIBILITY INFORMATION:

Applications will be processed on an "as-received" basis and those earning a passing score will be promulgated to the eligible register accordingly.

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 12 months following the date of promulgation.

VACANCY INFORMATION:

The eligible register resulting from this examination will be used to fill vacancies throughout Los Angeles County as they occur.

AVAILABLE SHIFT: Day

APPLICATION AND FILING INFORMATION:

Application must be filed online only. Applications submitted by U.S. mail, fax or in person will not be accepted.

Apply Online by clicking on the "Apply" tab for this posting. You can also track the status of your application using this web site.

<https://www.governmentjobs.com/careers/lacounty>

All information submitted is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. Falsification of any information may result in disqualification or rescission of appointment.

Fill out your application completely. The acceptance of your application depends on whether you have **clearly** shown that you meet the **Minimum Requirements**. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For the education, please include the names and addresses of school attended, titles 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 ending dates, number of hours worked per week and description of work performed. If your application is incomplete, it will be rejected.

We must receive your application by 5:00 p.m. PDT, on the last day of filing.

NOTE: Applicants must either upload required documents as attachments at the time of filing, or email to dhrsw@hr.lacounty.gov within fifteen (15) days of application submission.

SOCIAL SECURITY NUMBER:

Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

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 computers at public libraries through Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

FAIR CHANCE INITIATIVE:

The County of Los Angeles is a Fair Chance employer. Except for a very limited number of positions, you will not be asked to provide information about a conviction history unless you receive a contingent offer of employment. The County will make an individualized assessment of whether your conviction history has a direct or adverse relationship with the specific duties of the job, and consider potential mitigating factors, including, but not limited to evidence and extent of rehabilitation, recency of the offense(s), and age at the time of the offense(s). ***If asked to provide information about a conviction history, any convictions or court records which are exempted by a valid court order do not have to be disclosed.***

ADA Coordinator Email: adarequests@hr.lacounty.gov

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

California Relay Services Phone: (800) 735-2922

Department Contact Name: Sophie Zhang

Department Contact Phone: (213) 738-2084

Department Contact Email: szhang@hr.lacounty.gov

**COUNTY OF LOS ANGELES
Employment Information**

Any language contained in the job posting supersedes any language contained below

Your Responsibilities:

1. Completing Your Application:

a. Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on start of employment indicating that they are aware of a possible the application. Incomplete applications cannot be accepted.

b. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates you may visit the website www.socialsecurity.gov, or call toll free

The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, visit the website www.socialsecurity.gov, or call toll free

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for each job. If you are a County employee and have been promoted, do NOT list all of your time with the County under your present payroll title.

c. Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

d. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

2. Minimum or Selection Requirements are listed in the job posting.

a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.

b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the job posting. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.

c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

3. Application Deadline:

a. All job applications must be completed and submitted by the last day of the filing period and closing time as indicated on the job posting unless other instructions are provided. Job postings with an open continuous filing period are subject to closure without prior notice. It is to your advantage to file your application early and not wait until the last allowable date and time as you will not be able to apply once the filing period has closed.

b. Applications for positions designated "Apply in Person" must be filed in person at the address provided on the job posting.

4. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

5. Promotional Examinations:

a. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated on the job posting, a signed Verification of Experience Letter (VOEL) signed by your department's Human Resources Office must be attached to your application unless otherwise stated on the job posting.

b. If indicated on the job posting, permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or at the time of filing for open continuous exams.

6. Equal Employment Opportunity/Non-Discrimination Policy:

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

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software

1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Background Check: The County of Los Angeles is a Fair Chance employer. Except for a very limited number of positions, you will not be asked to provide information about a conviction history unless you receive a contingent offer of employment. The County will make an individualized assessment of whether your conviction history has a direct or adverse relationship with the specific duties of the job, and consider potential mitigating factors, including, but not limited to, evidence and extent of rehabilitation, recency of the offense(s), and age at the time of the offense(s). **If asked to provide information about a conviction history, any convictions or court records which are exempted by a valid court order do not have to be disclosed.**

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the job posting. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on August 31, 2010 the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days

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malfunxion which may affect the employment application or the of hiring, which show satisfactory proof of: 1) identity and 2) application selection process. U.S. employment eligibility.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis and without warranties of any kind, either express or implied. No identification advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy, childbirth, or related medical conditions.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

Accreditation Information: 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).

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Test Preparation: Study Guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/job-search-toolkit>. Scroll down to the "Employment Test Assistance" section and click on the "VISIT ONLINE TEST PREP SYSTEM" link. Additional test preparation resources may be listed on the job posting.

Benefit Information: Depending on the position, the successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has open reciprocal agreements with several public retirement systems in California.

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 or any other characteristic protected by State or Federal law. 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 comply with all of its obligations under State and Federal laws regarding the provision of reasonable accommodations to applicants.

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security.

Revised February 2019

APPLICATIONS MAY BE FILED ONLINE AT:
<http://hr.lacounty.gov>

Position #R2482C-R
STUDENT PROFESSIONAL WORKER, INFORMATION
TECHNOLOGY
SZ

Los Angeles, CA 90010

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STUDENT PROFESSIONAL WORKER, INFORMATION TECHNOLOGY Supplemental Questionnaire

- * 1. Many important notifications such as test invitation, and other special information are only communicated via e-mail. DO NOT select "off" under Email Preferences within your profile or click "unsubscribe" on our notices if you would like the County of Los Angeles to notify you regarding your application status, test schedules, and other important information pertaining to your candidacy for this position. Moreover, please add szhang@hr.lacounty.gov, dhrsw@hr.lacounty.gov and info@governmentjobs.com to your email address book and to the list of approved senders to prevent email notifications from being blocked or filtered as spam/junk email from your email provider. The County of Los Angeles will not consider allegations of not receiving the email notification as an acceptable reason to authorize a reschedule or late exam administration. Please note, you can visit www.governmentjobs.com, log into your profile and check your inbox. The inbox retains a copy of all emails sent, for your records.

Yes, I understand the above information and instructions.

- * 2. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at anytime in the examination and hiring process. Falsification or any information may result in disqualification or dismissal.

Yes, I understand the above information and instructions.

- * 3. Are you currently enrolled in an accredited four-year college with a declared major in **Computer Science, Information Technology or related field?**

Yes

No

- * 4. What is your major/area of study?

- * 5. Have you successfully completed **60 semester units or 90 quarter units?**

Yes

No

- * 6. **SUPPORTING DOCUMENTATION:** In order to qualify, you **MUST** attach the following three (3) documents at the time of filing, or submit within fifteen (15) calendar days from application submission to dhrsw@hr.lacounty.gov.

Failure to submit required documentation will result in your application being rejected.

Yes, I understand the above information and instructions.

- * 7. **1. Proof of Current Enrollment** Acceptable proof includes Current Class Schedule or Registration Card showing the applicant has registered for the coming semester/quarter, or official transcripts. Unofficial transcripts will be accepted, but must clearly show class enrolled, class term, name of school and student's name. Weekly class schedule, payment statement or bill receipt, and school acceptance letter will **NOT** be accepted.

How will you submit Proof of Current Enrollment?

- I will attach to my application at the time of filing.
- I will send via email to dhrsw@hr.lacounty.gov within 15 calendar days from the application submission. (Please include you full name and examination title in email correspondence.)

- * 8. **2. Proof of Academic Specialty** (e.g., *Computer Science, Information Technology, or a related field.*) Acceptable proof includes official transcripts which reflect declared major or an official letter (with school seal and signature) stating declared major. Unofficial transcripts or school acceptance letter will **NOT** be accepted.

How will you submit Proof of Academic Specialty?

- I will attach to my application at the time of filing.
- I will send via email to dhrsw@hr.lacounty.gov within 15 calendar days from the application submission. (Please include you full name and examination title in email correspondence.)

- * 9. **3. Proof of College Units Earned or Academic Status** (e.g., *freshman, sophomore, junior or senior.*) Acceptable proof includes official transcripts or an official letter (with school seal and signature) stating the units earned towards academic status. Unofficial transcripts or acceptance letter will **NOT** be accepted.

How will you submit Proof of College Units Earned or Academic Status?

- I will attach to my application at the time of filing.
- I will send via email to dhrsw@hr.lacounty.gov within 15 calendar days from the application submission. (Please include you full name and examination title in email correspondence.)

- * Required Question