



California  
**DEPARTMENT OF TECHNOLOGY**  
connecting californians through technology



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Department of Child Support Services | Department of Public Health  
Department of Corrections & Rehabilitation | Department of Forestry and Fire Protection  
CalTrans | Department of Parks and Recreation | State Controller's Office

## The Information Systems Analyst (ISA) Series



For more information and details, please contact Human Resources at:

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## The **Information Systems Analyst** (ISA) Series



### **Why should I consider a career as an Information Systems Analyst?**

The State is always looking for talented, enthusiastic people who are eager to make a difference in the lives of Californians. Do you enjoy providing great customer service and working in a fast-paced, challenging environment? Are you an excellent troubleshooter? Do you excel at analyzing situations and developing effective solutions? Are you a creative thinker who would enjoy developing new methods for processing information with IT systems? If so, then the ISA classification series could be for you . . .

### **What would I be doing?**

One of the most common classification series used in state government, those who work as Information System Analysts perform a variety of analytical activities which support the state's internal and external IT systems. Depending on the position, department, and level, typical assignments could include the following:

- » Performing a full range of tasks related to desktop functions, such as the installation of hardware/software, PC assembly, and desk side support
- » Performing service desk support functions for internal and external customers, dispatch, escalations, ticket resolution, and follow up
- » Serving as an IT project manager
- » Performing tasks related to IT security
- » Developing IT standards, procedures, and processes that will improve state government

The ISA series includes four distinct career levels that appeal to a variety of IT interests, allowing for your personal and professional growth. As you hone your IT skills, you will qualify for positions at the higher levels which will give you the opportunity to expand your skillset and work on more challenging projects/assignments.



### **What would my career path be?**

Most employees begin at the Assistant Information Systems Analyst level, the entry level for the class series. As you gain more experience, you will be eligible to apply for positions at the higher levels. Below is an overview of salary ranges for each level. It includes the starting and maximum salaries:

- » Assistant Information Systems Analyst  
\$3,106 – \$4,903
- » Associate Information Systems Analyst  
\$4,619 - \$5,897
- » Staff Information Systems Analyst  
\$5,065 - \$6,466
- » Senior Information Systems Analyst  
\$5,571 - \$7,109

(In addition, there are supervisor opportunities at the Associate, Staff, and Senior levels which include an approximately 10% pay increase.)

### **Great! When can I apply?**

Once you have completed at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of IT-related coursework, or have at least one year or 18 months of progressively responsible IT experience in the areas of analysis, design, development, installation, procurement, or technical support, you may apply for positions at the Assistant or Associate Information Systems Analyst levels.

### **Can I work for the State before I complete my 60 or 90 units?**

Yes! The State's Student Assistant Program provides excellent opportunities for college students to earn money and gain valuable experience in the IT world while they are going to school.

