

LOS ANGELES COUNTY - INTERNAL SERVICES DEPARTMENT

SUPPLEMENTAL QUESTIONNAIRE FORM

for

INFORMATION TECHNOLOGY SPECIALIST, ISD (TELECOMMUNICATIONS)  
W-2568-G

\_\_\_\_\_  
Last Name, First Name

XXX - XX - \_\_\_\_\_  
Social Security No.

**General Information**

Before completing this form, carefully read the job summary and selection requirements as stated in the official County job bulletin. Submit an application only if you meet the selection requirements.

This supplemental questionnaire form provides you with an opportunity to elaborate on the training/education and experience that have prepared you for this examination. The information you provide in this form will be used to help us identify candidates who are prepared to assume the responsibilities of the classification and who are likely to be successful on the job if hired. **Note: ALL information that you provide is subject to verification.**

Print or type your name and last four (4) digits of you Social Security Number on each page of this form where indicated. Read the instructions for each section carefully. If you do not respond to a question, the evaluator will assume that you do not have any experience or training/education in that particular area. *Resumes or referrals to a resume in lieu of a response on the supplemental questionnaire form will be considered a non-response.*

This supplemental questionnaire form must be returned to the Internal Services Department at the time of filing to the address listed on the official County job bulletin for this examination. It is the obligation of each applicant to make sure that his/her application and supplemental questionnaire is received before the examination closes.

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**CERTIFICATION**

I hereby certify that all statements provided in this supplemental questionnaire form are true and complete to the best of my knowledge. I acknowledge that the department may contact my current and past employers or educators to verify the information I have provided on this form. I understand that any falsification or omission of material facts is in violation of the Los Angeles County Code-Civil Service Rules and may subject me to action up to and including being barred from future examinations.

**ATTENTION ON-LINE APPLICANTS ONLY:** An original signature below is NOT required for applicants utilizing the Los Angeles County on-line application system.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (mm/dd/yy)

**INFORMATION TECHNOLOGY SPECIALIST, ISD  
(TELECOMMUNIATIONS)  
W-2568-G**

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Last Name, First Name

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XXX – XX –  
Social Security No.

**INSTRUCTIONS:** Complete the supplemental questionnaire information by responding to the questions listed below. A legible copy of degree and certification(s), if applicable, MUST be attached to your application at the time of filing.

**DESIRABLE QUALIFICATIONS:**

***EXPERIENCE***

Each response for the questions listed below **must** include the name(s) and address of your employer(s), your job title(s), beginning and ending employment dates and the functions performed, including a description of your role, level of involvement, independence, and information about the size, complexity and level of accountability surrounding your experience. Your response to each question should be type-written or legibly printed and should be no longer than one page (8.5" x 11") per question.

1. Describe your experience in the area of centralized monitoring, network capacity planning, network performance studies, network optimization, and troubleshooting of a large and complex high-speed MPLS/VPN network infrastructure
2. Describe your experience in providing leadership and engineering processes to maintain complex network systems, including troubleshooting and resolving especially troublesome or persistent network outages, and generating and analyzing network performance and capacity planning reports.
3. Describe your experience in performing Network Performance Management (NPM) activities, including installation of network probes, and use of the NetScout network management system.
4. Describe your experience in the implementation of security policies and procedures for highly complex network systems such as LAN, WAN, VoIP, and Video
5. Describe your experience with Contact Center Applications.
6. Describe your experience with VXML or UCCX scripting.
7. Describe your experience with Unity Connection
8. Describe your experience with Unified Contact Center Hosted (UCCH) or Unified Contact Center Enterprise (UCCE).
9. Describe your experience with Tandberg Video Control Server or Tandberg Media Server Engine (MSE) 800 Main Control Unit (MCU).