

California State IT Application Packet

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Target Classifications

Information Technology Technician; Information Technology Associate; and Information Technology Specialist I where the official minimum qualifications are met.

State IT area	Documented evidence
Client services	Primary IT contact; user troubleshooting; onboarding; status communication; support documentation
Systems engineering	Device imaging; MDM enrollment; account provisioning; application access; lifecycle support
Information security	Access control; MFA; endpoint monitoring; phishing awareness; security-conscious procedures
Network fundamentals	TCP/IP; DNS; DHCP; Wi-Fi and connectivity troubleshooting; VPN concepts
Business technology	Firebase, Shopify, hosting, analytics, automation, and administrative workflows

Application Checklist

1. Confirm examination and list eligibility. 2. Verify minimum qualifications. 3. Tailor resume bullets to the duty statement. 4. Answer every SOQ prompt using specific evidence. 5. Review formatting and submission instructions before filing.

Official classification source: <https://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx>

Statement of Qualifications - Sample

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Prompt

Describe your experience providing technical support and improving an IT process. Explain the situation, the actions you took, and the result.

Situation

In an education environment, staff needed a consistent way to receive prepared devices, account access, and dependable follow-up when technical issues occurred. As the primary IT contact, I supported onboarding and daily troubleshooting across hardware, software, access, and network-related requests.

Action

I organized repeatable onboarding steps covering device imaging, MDM enrollment, account provisioning, application access, validation, and handoff documentation. For support issues, I gathered symptoms, confirmed scope and impact, tested the least disruptive solution first, documented actions, and communicated status through resolution. I also incorporated access-control and security checks so convenience did not override protection of organizational data.

Result

The approach created a clearer and more consistent support workflow. Repeated tasks were easier to follow, device and access preparation became more structured, and future troubleshooting benefited from documented steps. The experience strengthened my ability to communicate with users, prioritize service restoration, and maintain security-conscious procedures.

This sample is based on documented experience and is intentionally generalized. Final SOQ responses should answer the exact numbered prompts and formatting rules in each job posting.