TOMPKINS COUNTY CIVIL SERVICE EXAMINATION
Inclusion Through Diversity

OPEN TO THE PUBLIC

Tompkins County Personnel Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

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TITLE: Technology Services Coordinator

EXAM NO: 66014

SALARY: $63,750. - $75,000.

LOCATION: Tompkins-Seneca-Tioga BOCES

EXAM DATE: 12/05/15

ISSUE DATE: 09/15/15

THE FINAL DATE TO FILE APPLICATIONS: 09/30/15

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 12/06/15

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six contiguous counties for at least one month immediately preceding the date of application and maintain residency throughout the life of the eligible list. The eligible list will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND HELD CALCULATOR WILL BE ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Technology Services Coordinator located at Tompkins-Seneca-Tioga BOCES. The eligible list resulting from this examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS: No later than the final filing date announced, the applicant must demonstrate EITHER:

(a) Graduation from a regionally accredited or NYS registered college or university with a Master's Degree in Computer Science, Information Technology, Education Administration, Information Sciences, or a closely related field with similar course curriculum AND one (1)year of full-time (or the equivalent part-time and/or volunteer) experience in information technology; **OR**

(b) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree in Computer Science, Information Technology, Education Administration, Information Sciences, or a closely related field with similar course curriculum **AND** two (2)years of full-time (or the equivalent part-time and/or volunteer) experience in information technology; **OR**

(c) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree **AND** four (4) years of full-time (or the equivalent part-time and/or volunteer) experience in information technology; **OR**

(d) Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree in Computer Science, Information Technology, Education Administration, Information Sciences, or a closely related field with similar course curriculum **AND** four (4) years of full-time (or the equivalent part-time and/or volunteer) experience in information technology; **OR**

(e) An equivalent combination of training and experience as defined by the limits of (a), (b), (c), and (d) above.

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for managing and overseeing the work procedures of information technologies as they relate to a variety of administrative, financial, statistical or educational data, and electronic communications functions. Responsibilities include project management and oversight of a variety of data management and instructional technologies, voice and data communications networks. The work is performed under the general direction of the Director of Technology Services and the District Superintendent. Considerable leeway is allowed in: managing stakeholders; developing requirements; and planning work programs, procedures, methods, and schedules for equipment, all of which may present conflicting deadlines or unpredictable fluctuations in the work load. Provides technical direction to all assigned personnel. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Plans and administers processes for development of requirements for computer and communications systems including stakeholder participation, requirements documentation, budget development and approval, oversight of procurement processes, assurance of sound implementation plans;
Advises the operation of a Technology Department and computer networks engaged in processing, analyzing, and storing a variety of administrative, financial, statistical or educational data;
Coordinates, trains, and provides assistance to technical employees engaged in the operations of computers, communications, and multi-media equipment, and related peripheral equipment;
Oversees production procedures, priorities, and controls to insure adequate volume and accuracy in operations;
Reviews and directs the flow of information between various computing servers and various units participating in the information processing system and designs computing and communication resources, procedures, and programs accordingly;
Implements new applications, operating systems and hardware;
Plans, designs, develops and implements systems working closely with department heads or their designees;
 Insures that all systems are operating at required performance levels including applications of software, systems software, hardware, and modifications suited to users' needs;
Implements new and revised department policies and operating procedures;
Confers with superiors and operating department personnel to ascertain the nature of projects to be brought on line and resolve difficulties with existing applications;
Determines whether the agencies' needs can be satisfied with internal resources and, if not, recommends and assists in the development of contracts with external entities;
Confers with software vendors of packaged Applications regarding problems and revisions to the software;
Reviews the work of the Technology Staff to determine adherence to department policies and the needs of those serviced;
Prepares reports on results of surveys and analyses and makes recommendations as to application to data processing equipment;
Prepares annual department budget requests based on user requirement, mandated items, current and anticipated resources, and department objectives;
Reviews and authorizes cumulative operating and work load reports on a variety of data processing equipment and auxiliary equipment;
Determines need for new or additional equipment or personnel and recommends type and/or capacity;
Carries out a public information and public relations programs for the department, including web site development and management.
Develops appropriate staff training programs;
Coordinates training initiatives in selecting and recommending computer related training for all users;
Coordinates communications and computing resources in conjunction other local governments, New York State agencies, public schools, BOCES and other institutions to determine opportunities for resource and information sharing to meet the agencies needs;
District-wide travel is required on a regular basis.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the operation, care, and adjustment of electronic computers and related peripheral equipment;
Thorough knowledge of the operation, care, and adjustment of electronic communications systems and related peripheral equipment;
Thorough knowledge of application software of major types of electronic data processing equipment;
Ability to monitor and control a large number of projects, problems and issues;
Ability to plan, monitor, and evaluate project outcomes and technical employee contributions;
Ability to establish and maintain good working relationships with program administrators, legislators, and component school district staff.
Ability to meet the travel requirements of the position.
The employee's physical condition shall be commensurate with demands of the position.

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Originally created 04/19/10
Revised 10/05/10

Complete Scope of the examination and Expanded subtest descriptions:

1. Operation, maintenance and repair of microcomputers and related equipment:

These questions test for knowledge of the operating principles of microcomputer systems and related peripheral equipment, including appropriate troubleshooting, maintenance, and repair procedures for these systems and this equipment.

2. Principles of networked communications:

These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.

3. Fundamentals of PC systems:

These questions test for knowledge of basic concepts and terminology related to PC's. They cover such topics as PC and peripheral equipment; storage media; types of software used with PC's; and other associated terms and concepts.

4. Preparing written material:

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must t4en choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

5. Project management:

These questions are designed to test for techniques and concepts of project management. They may cover, but not necessarily be confined to, management of systems development, management by objectives, project scheduling and control techniques (e.g.,

PERT), characteristics of organizations and of the systems life cycle, and the development of data processing standards.

6. Principles of providing user support:

These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

7. Supervision:

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

8. Systems analysis and design:

These questions test for techniques and concepts of computer systems analysis and design. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication i~ available on line at:' www.cs.ny.gov/testing/localtestguides.cfm

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Personnel at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Personnel Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Personnel Department (607) 274-5526. The Cross File form is located at http://www.tompkins-co.org/personnel/CivilSrvForms/index.html

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.â'

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850