

**TOMPKINS COUNTY CIVIL SERVICE
EXAMINATION
Inclusion Through Diversity**

PROMOTIONAL

Tompkins County Department of Human Resources 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

TITLE: Systems Analyst - (Promotional)

EXAM NO: 72521

SALARY: \$27.89 per hour - 2021 Hire Rate

EXAM DATE: 07/17/21

ISSUE DATE: 03/27/20

THE FINAL DATE TO FILE APPLICATIONS: 04/11/20

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 07/18/21

RESIDENCY WAIVED

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

Location of Position:

There is currently one vacancy in the title of Systems Analyst located at the Tompkins County Information Technology Services Department. The eligible list resulting from this promotional examination may be used to fill any full-time, part-time, or temporary vacancy that may occur during the life of the eligible list.

QUALIFYING EXPERIENCE FOR TAKING THE EXAMINATION:

This will be a departmental promotion examination admitting employees of the Tompkins County Information Technology Services Department specifically in the title of Microcomputer Specialist. Candidates must have continuously held at least one year of permanent competitive class status as of the date of application.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The candidate must possess a valid New York State motor vehicle operator's license at the time of appointment or otherwise demonstrate the ability to meet the transportation requirements of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for developing, maintaining, and recommending computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) for the contracting department. The incumbent coordinates activities with staff of the Information Technology Services Department. The work is performed under the general supervision of the Director of Information Technology Services and the head of the contracting department, with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures compatibility and coordinates operation of computer, computer network, and telecommunications hardware and software;
- Develops, maintains and recommends computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) for all divisions within the contracting department;
- Responsible for the ongoing operation of the computer and telephone systems;
- Conducts in-depth research as required to develop and maintain the computer and telephone systems with minimal disruption in service;
- Assists in drafting and negotiating contracts for the equipment, systems and professional services;
- Coordinates the installation, testing and evaluation of delivered materials;
- Coordinates delivery of systems, programs and data supplied from federal, state and other agencies; and
- Evaluates, recommends and modifies the delivery of systems, programs and data supplied from federal, state and other agencies as required for County usage.
- Provides training in the use of word processing, database, spreadsheet, utility, in-house developed and other software;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Provides Help Desk support for computer users.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of principles and practices of computer application analysis, design and construction;
- Working knowledge of common business practices;
- Thorough knowledge of computer communication protocols;
- Working knowledge of telecommunications equipment;
- Excellent verbal and written communication skills;
- Ability to present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain working relationships;
- Good judgment, integrity and tact; and
- Physical condition commensurate with the demands of the position.

Originally created 12/21/1993

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Complete Scope of the examination and Expanded subtest descriptions:

1. Data processing concepts and terminology

These questions are designed to test for knowledge of computer characteristics and operations that is relevant for computer programming and analysis. They may cover, but not necessarily be confined to, basic terminology of data processing, data entry, data access, and data communications; basic characteristics of storage media and data bases; types of data processing (e.g., time-sharing), the functions of operating systems, and hierarchies of computer memory.

2. Principles and practices of LAN administration

These questions test for knowledge of procedures and terminology applicable to administering a local area network (LAN). They cover such subjects as installing, configuring and upgrading a network; establishing user accounts and assigning access rights; monitoring network performance and troubleshooting; dividing networks and linking to other networks; creating and documenting procedures for users; and establishing and maintaining network security. The questions are not specific to any particular LAN.

3. 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.

4. 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.

Test guide:

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:<https://www.cs.ny.gov/testing/testguides.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 Department of Human Resources 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 Department of Human Resources 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 Department of Human Resources 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.

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