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: Network / Systems Administrator

EXAM NO: 74624

SALARY: Depends upon Location - $33.73 per hour, 2021 Hire Rate for Tompkins County

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 are currently two vacancies in the title of Network/Systems Administrator, one located at Tompkins County Information Technology Services Department and one located at Tompkins-Seneca-Tioga BOCES. The eligible list resulting from this Non-competitive Promotion examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science **AND** six years full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR**

(b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or Electrical Technology **AND** eight years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician; **OR**

(c) Graduation from High School or possession of a high school equivalency diploma **AND** ten years of full-time (or the equivalent part-time and/or volunteer)experience as a computer programmer or electronic technician; **OR**

(d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

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

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and technical position with responsibility for the direction, coordination and project management of work involving networking, system integration, and maintenance of related hardware and operating systems software. The work includes the study of various problems, different kinds of information sources, flow of information, adaptation of information for computer use and information output. The work is performed under the general direction of the Director of Information Services with considerable leeway allowed for planning work methods and procedures with responsibility for technical results. The work is performed in consultation with other department heads and inter-municipal representatives. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Acts as Project Leader to direct and coordinate the activities of staff for work involving computers, networking, software, OS and systems integration including installation and maintenance of related hardware and software for the County departments as well as inter-municipal endeavors;
- Establishes standards for networking, hosts and servers and advocates for adoption of such standards;
- Establishes procedures for all networking and computer functions;
- Provides appropriate training for County departments on network usage and computer equipment;
- Recommends computer and network systems based on in-depth requirement analysis;
- Assists with planning the short and long range goals for networking systems;
- Assists departments in drafting and negotiating contracts for computer equipment, systems and professional services;
- Assures vendor compliance with contract specifications;
- Coordinates and supervises the evaluation, testing and installation of delivered materials;
- Provides quality control for departmental services and products;
- Insures customer satisfaction and provides feedback to increase standards of service;
- Communicates with dissatisfied customers to better implement future requests and solve immediate problems;
- Administer core-processing platforms;
- Advise and consult on network/server/application design;
- Performs a variety of computer/network hardware and software installation, configuration and training on the network;
- Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;
- Researches changing technology using trade journals and other forms of media to provide suggestions and input for future needs;
- Determines current operations and analyzes requirements for departments requesting computer support;
- Recognizes and communicates to departments the constraints of particular system programs and determines the impact of application or computer resources and what additional resources may be needed;
- Assists the user in the acceptance test and implements and monitors security of on-line programs and sensitive files.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of local and wide area network administration;
- Thorough knowledge of micro computer and related technology;
- Thorough knowledge of the principles and practices of computer programming and the capabilities and use of microcomputers, data processing, data communication and related technologies and equipment;
- Thorough knowledge of governmental functions;
- Thorough knowledge of applicable laws, rules and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;
- Good knowledge of the principles and practices of systems analysis as applied to computer programming;
- Good knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers;
- Skill in the operation of computer and communications equipment;
- Ability to learn new technology;
- Ability to understand and develop logic flow charts and code programs from them;
- Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and members of the public requesting service;
- Ability to plan and supervise the work of others;
- Analytical reasoning ability;
- Good judgment, resourcefulness, dependability;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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Complete Scope of the examination and Expanded subtest descriptions:

1. 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 then 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.

2. Data center operations
These questions test for knowledge of the principles and practices employed in planning, organizing and controlling the operating activities of a computer center. They cover such areas as: data center methods and procedures; identifying and resolving operational problems; coordinating and maintaining schedules for the utilization of equipment; and monitoring and controlling operating systems, equipment, and the physical environment in the computer center.

3. 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.

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.

5. Training users of computers
These questions test for knowledge of techniques for using computers and approaches to training others to use them. They cover such subjects as use of computer hardware, software and applications; preparing and evaluating instruction materials; determining the level of trainees' knowledge and the use of computers to provide instruction and feedback. The questions on training depend upon good judgment and practical experience rather than knowledge of abstract principles.

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.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