

**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**

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**TITLE:** CAD Systems Specialist (Promotional)

**EXAM NO:** 77023

**SALARY:** \$30.02/hr 2022 Hire Rate \$32.58/hr 2022 Working Rate

**LOCATION:** Department of Emergency Response

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 01/28/23

**ISSUE DATE:** 11/21/22

**THE FINAL DATE TO FILE APPLICATIONS:** 12/06/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 01/29/23

**RESIDENCY:** Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination 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 IS ALLOWED FOR THIS EXAMINATION.**

**LOCATION OF POSITIONS/VACANCIES:**

There is currently 1 position in the title of CAD Systems Specialist 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. An open competitive examination is being held in conjunction with this intergovernmental promotion exam. Preference in appointment may be given to eligible promotion candidates.

**QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:**

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Emergency Response Department. Applicants must currently hold, and have held 36 months of permanent and/or contingent permanent competitive class status as a Dispatch Supervisor or 72 months of full-time permanent and/or contingent permanent competitive class status in the title of Emergency Services Dispatcher or an equivalent combination as determined by the Commissioner of Personnel.

**SPECIAL REQUIREMENTS:**

An applicant must be eligible for all NYSPIN certifications and/or eJustice portals (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.

Must obtain certification as a CAD System Applications Administrator through the department's CAD Systems vendor within one year of the date of appointment and maintain certification for the duration of employment.

Must possess a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

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

### **DISTINGUISHING FEATURES OF THE CLASS:**

The primary responsibility of the CAD Systems Specialist is to perform administrative and technical duties in researching, recommending, installing, integrating, and trouble-shooting hardware and software in support of Tompkins County's Computer-Aided Dispatch (CAD) system. The incumbent will work closely with the Information Technology Services Department (ITS), GIS, and other jurisdictions and special districts within Tompkins County, including local, state and federal agencies, to support a collaborative public safety system. This position requires a thorough knowledge of CAD software applications, operating systems, and the ability to train supervisors and dispatchers in CAD applications. CAD Systems administration includes, but is not limited to: maintaining computer and dispatch data back-ups; maintaining and performing routine updates of the anti-virus software; maintaining security by assigning user or group permissions; providing for network expansion; installing software updates, fixes and patches for the CAD System, etc. CAD Systems Specialists perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of the Systems Manager. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Attends meetings and trainings as necessary or requested;
- Oversees operation of the computer systems and CAD System as directed by the Systems Manager;
- Participates in the development and maintenance of fire and EMS CAD response plans;
- Works with the Communications Center Manager and Systems Manager to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 9-1-1 Center and the Emergency Services Dispatchers;
- Works with ITS and the Communications Center Manager on account management, installing, configuring, testing and training of users on systems software and CAD systems interfaces including NYS provided eJustice integrated Justice Portal, mobile data terminals, and other mobile devices, radio dek head statuses, and other components or integrated systems in the 9-1-1 center;
- Communicates with vendors and other technical support personnel to resolve problems as they relate to CAD systems, radio systems and the 9-1-1 Dispatch Center;
- Reviews the operation and maintenance of CAD information and incidents for quality control and improved efficiency purposes;
- Monitors various systems in the Department of Emergency Response building, the 9-1-1 Center, and tower sites, troubleshooting problems and making appropriate notifications and documentation as needed.
- Coordinates with ITS to provide help desk coverage and support for Emergency Services Dispatchers and other jurisdictional participants, including response to emergency calls for hardware, software, troubleshooting, and/or repair;
- Conducts in-service training for Emergency Services Dispatchers, Supervisors and other public safety personnel as needed;
- Proactively pursues up-dated, time sensitive CAD data and information and enter that data in accordance with the training and Guidelines;
- Manages network peripherals and server-based software to assure system functionality, compatibility, security, integrity and effective resource sharing;
- Installs, configures, tests and trains customers on system software and gateway interfaces including but not limited to NYSPIN, Radio system, mobile data terminals, DEK status entry, Net Clock, CAD, building access, video security system and other distributed software components;
- Receives, evaluates, prioritizes, schedules work and takes action on requests for new computer hardware or software, or changes to existing hardware and software;
- Performs all other duties as assigned by the Systems Manager.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the geography of the county including location in City of Ithaca, towns, villages, other special districts, police department, fire department and emergency medical service operating areas;
- Thorough knowledge of the center's Computer-Aided Dispatch (CAD) operating systems and software applications;
- Thorough knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;
- Thorough knowledge of NYSPIN/eJustice rules and regulations;
- Thorough knowledge of the 9-1-1 system;
- Good knowledge of the call recording and playback system;
- Good knowledge of police, fire and EMS department terminology;
- Ability to clearly and concisely, communicate during emergency situations;
- Ability to translate/train other supervisors and emergency services dispatchers in CAD operations;
- Ability to perform CAD data entry at an acceptable rate of speed;
- Ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Ability to understand and follow oral and written instructions;
- Ability to deal effectively with the public in stressful situations;
- Clerical aptitude;
- Mental alertness and good judgment in emergencies;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally Created 01/03/2012

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### **Complete Scope of the examination and Expanded subtest descriptions:**

#### **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.

#### **Use and operation of PC's and related peripheral equipment**

These questions are designed to test for technical knowledge and concepts relevant to the operation of a PC and associated peripheral equipment for word processing, spreadsheet analysis, database management, data communications and other applications. The questions asked are not specific to any vendor or any model of PC.

#### **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.

#### **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.

**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