TOMPKINS COUNTY CIVIL SERVICE
VACANCY
Inclusion Through Diversity

OPEN TO THE PUBLIC

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: Local Area Network Support Specialist

SALARY: $55,609/yr

TYPE OF EMPLOYMENT: Full-Time

ISSUE DATE: 11/29/22

THE FINAL DATE TO FILE APPLICATIONS: 12/19/22

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 12/20/22

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.

Paid vacation, sick and personal leave, NYS Retirement, Health & Dental (BC&BS) Insurance, and in-service education opportunities

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in Computer Science, Electrical or Computer Engineering Technology, Communications Technology or related field **AND** one year of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**

(b) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Computer Science, Electrical or Computer Engineering Technology, Communications Technology or related field **AND** three years of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**

(c) Graduation from high school or possession of a general equivalency diploma **AND** five years of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**

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

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

DISTINGUISHING FEATURES OF THE CLASS:

This work involves responsibility for performing specialized work in the design, development and implementation of a local area network (LAN) and associated operating systems. Expertise is required when selecting, installing, customizing and maintaining vendor supplied operating systems and application software designed to support local area networks. Such work may entail running cable, networking routers and modifying or configuring various computer hardware and software applications to work with each other. An employee in this class works under the general direction of a Director of Information Technology Services or a similar information technology lead. The employee may also receive guidance from network systems consultants or network hardware, software and/or service providers. An employee in this class does not generally supervise others. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Performs needs assessments, computer systems analysis , recommends networking hardware and software and implementation of local area network (LAN) operating systems;
- Installs, customizes and maintains all vendor supplied software for LAN operations;
- Monitors and adjusts LAN systems for optimal performance;
- Installs and maintains a variety of LAN operating systems (i.e.Windows, Macintosh Systems);
- Prepares charts, tables and diagrams to assist in analyzing problems for LANs;
- Organizes and prepares LAN system documentation;
- Analyzes, defines, recommends and supports high-speed communications connections;
- Performs needs assessments, systems analysis and user support for various computer software applications;
- Performs hardware and software evaluations for the agency and provides management with reports and oral recommendations;
- Provides network operators with the training necessary to efficiently use various types of communications hardware and software;
- Establishes and maintains standards to most efficiently utilize hardware/software configurations within the organization.
- The employee is expected to maintain a current knowledge of the field and may be required to travel to conferences, seminars and/or workshops in order to maintain a current technical working knowledge of local area networks.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of local area network operating systems and topologies;
- Thorough knowledge of communications hardware and software;
- Thorough knowledge of personal computer and/or Macintosh application software;
- Good knowledge of the concepts of systems analysis;
- Excellent verbal and written communication skills;
- Ability to communicate clearly, orally and in writing, with network users, technicians, and vendors;
- Ability to gather and analyze information and draw logical conclusions.
- Ability to present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain effective working relationships;
- Good judgment, initiative, integrity and tact; are all required characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

SPECIAL SKILLS: Not required for employment but can distinguish candidate from basic requirements.

- Knowledge of MDM systems and familiar with mobile deployment methodologies;
- Knowledge and experience with virtual environments (e.g. VMware, Hypervisor);
- Knowledge and experience with VOIP systems, primarily Cisco environments.

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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