

# **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:** Data Analyst (Promotional)

**SALARY:** 2023 Rates = \$30.92/hour, Hire Rate - \$33.56/hour, Work Rate

**TYPE OF EMPLOYMENT:** Full Time

**ISSUE DATE:** 12/06/22

**THE FINAL DATE TO FILE APPLICATIONS:** 12/30/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 12/31/22

**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.

Candidate must have previously or currently held the position of Emergency Services Dispatcher for three (3) years or more.

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

Admission to this departmental promotion opportunity will be limited to current employees of the Tompkins County Department of Emergency Response who currently hold and have continuously held, permanent and/or contingent permanent competitive class status for at least three (3) years in the title Emergency Services Dispatcher.

#### **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 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:**

This position is responsible for gathering and analyzing data from various systems in use at the department, generating useful reports and information related to the dispatching of various public safety agency partners. The Data Analyst will work collaboratively within the department as well as with other public safety agencies throughout the county to support regulatory requirements, internal and external reporting needs, discovery information gathering and other metrics. The Data Analyst will understand how to create and maintain measurement methods, collect and synthesize qualitative and quantitative data, and interpret relevant patterns and trends in order to meet the needs of the department reporting requirements. Duties include organizing and managing large and varied data sets, analyzing metrics, optimizing reporting, validating data, and creating recordings. The Data Analyst is responsible for the development and preparation of data to support data driven decision making, providing data visualization and detailed reports for internal and external stakeholders. The employee reports directly to and works under the general supervision of the Communications Center Manager and Deputy Director. Does related work as required.

#### **TYPICAL WORK ACTIVITIES:**

- Collects, organizes, utilizes and reports on all available data sets, including the departments CAD system data, voice recording data as well as external data interfaces;
- Prepares all related data as requested by the DA's office for discovery purposes;
- Explores, identifies and defines new data sets and as appropriate incorporates these to support departmental goals;
- Creates data collection systems and visualizations utilizing available platforms and software including but not limited to Excel, and Microsoft 365;
- Creatively problem solves to meet ad hoc reporting needs for stakeholders within requested timeframes;
- Develops, adapts, and monitors, and periodically reports on organizational metrics; explores relationships between service delivery and data trends, conducts root cause analysis, identifies data anomalies, and supports quality improvement;
- Relates and Integrates data metrics with organizational policies and procedures, supporting effective service delivery and regulatory compliance;
- Collaborates with program staff to understand service delivery needs and optimizes user friendly data collection;
- Communicates professionally and clearly with colleagues and stakeholders;
- Collaborates with program staff to identify, develop and verify data targeted to specific departmental goals or needs.

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

- Ability to think strategically, analyze and interpret information;
- Ability to troubleshoot issues, provide quantitative evidence, and communicate organizational impact;
- Expertise with data platforms building and maintaining visualization including data dashboards, familiarity with, Excel, Microsoft 365, and ability to learn and adapt to various technologies, interfaces, and applications;
- Expertise manipulating large and diverse data sets, interpreting data trends, validating reports, and effectively utilizing multiple data sources, familiarity with NY State public safety data systems;
- Strong ability to summarize and communicate data in accessible language, supporting programmatic needs and data driven decision making;
- Strong ability to present data to external stakeholders, including community partners and other Department heads and directors, to support the mission of the organization;
- Considerable level of autonomy and independent judgement;
- Ability to adhere to departmental strategy and follow direction while maintaining discretion over responsibilities assigned;
- Strong ability to work within the Department and across multiple agencies to collaborate and share data on overlapping work projects and initiatives;
- Considerable interpersonal skill sets to communicate effectively with diverse staff both internally and external to the department;
- Strong ability to manage changing and competing priorities, extremely tight deadlines, and rush orders for requests for information from multiple stakeholders, balance consistent reporting for quality assurance, data development for quality improvement, and timely responses to ad hoc reporting needs;
- Strong ability to maintain professionalism, integrity, and objectivity in various work scenarios, maintain confidentiality;

- Familiarity with public safety regulations and standards;
- Considerable visual effort and strain required to perform job activities (eg. Computer work);
- May require contact with public safety agencies and other community members to collect feedback and qualitative data.

Originally Created: 8/2022

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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.

**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