ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900 ALBANY, NEW YORK 12207

www.albanycounty.com

Issued: September 18, 2013

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

MANAGING PROGRAM COORDINATOR I (NETWORK SERVICES)

Exam # 61380

FILING FEE: **$20.00 non-refundable** filing fee for each application submitted. Make check or money order payable to Albany County Director of Finance. Include examination number on your check. **NO CASH ACCEPTED**. The exam fee is waived for those receiving public assistance or unemployment benefits – **official proof required**, accompanied by a completed Application Fee Waiver Request and Certification Form (ACS-04).

TO BE HELD: Saturday, **December 7, 2013**. Applicants will be mailed notification of time and exam site the week of exam.

LAST FILING DATE: Friday, **October 18, 2013**.

VACANCIES: List will be used to fill future vacancies as they occur in the Capital Region BOCES.

SALARY: **$54,813**

RESIDENCY REQUIREMENT: None. Pursuant to NYS Civil Service Law Sec. 23.4-a, preference in appointment may be given to those eligibles who are legal residents in the municipality where the vacancy or anticipated vacancy exists. Must be a resident of such municipality at time of appointment if the municipality's appointing authority requests a resident list only.

DUTIES OF POSITION: The work involves responsibility for supervising, coordinating and supporting school district distributed information technology and telecommunications activities supported by a BOCES Regional Information Center (RIC). The incumbent supervises a unit of personnel involved in coordinating Local Area Network (LAN) and Wide Area Network (WAN) installations and the subsequent on-going maintenance and support of such networks. The incumbent also may provide direct LAN and WAN installation, maintenance and support services to a school district. This class differs from that of Program Coordinator II (Network Services) by virtue of the fact that a Managing Program Coordinator I (Network Services) may exercise supervision over others, conducts a special project or is engaged in servicing advanced software systems for a large component school district. The incumbent also assists RIC management in developing the annual budget and costs for services. The incumbent may exercise supervision over Program Coordinators I and II (Network Services), Program Coordinator Trainees and other support staff. The work is performed under the general supervision of a Managing Program Coordinator II (Network Services) or other RIC administrator. Does related work as required.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the last date for filing:

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with at least a Bachelor's degree in management information systems, computer science, information resources management, information technology, or a closely related field, and two (2) years experience designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks; OR,

B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in management information systems, computer science, information resources management, information technology, or a closely related field, and four (4) years experience designing, installing, updating and maintaining Local Area Networks and/or Wide Area Networks; OR,

C. Successful completion of twenty-four (24) credit hours in management information systems, computer science, information resources management, information technology, or a closely related field from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees, and four (4) years experience as stated in (A); OR,

D. Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as stated in (A).

NOTE: Copies of college transcripts indicating completion of degree are required if you qualify under A, B or C.

NOTE: See general instructions to applicants' page for the experience rating scale.

NOTES:

1. Successful completion of a three (3) credit hour course beyond the requirements of (a) and (b) in management information systems, computer science, information resources management, information technology, or a closely related field may be substituted for three (3) months of appropriate experience.
2. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for up to 12 credit hours in management information systems, computer science, information resources management, information technology, or a closely related field; or one (1) year of appropriate experience, if the following conditions are met:
   a. The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.
   b. The candidate provides an official description of the coursework and evidence that it was successfully completed.
3. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

SCOPE OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment. It will evaluate knowledge, skills, and/or abilities in such areas as:

1. Administration: These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.

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. 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.
4. 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.
5. Supervision: These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.
6. 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.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm.

- When applying, use form ACS-21, the **ALBANY COUNTY APPLICATION FOR EXAMINATION AND EMPLOYMENT**. Examination applications, other forms and information can be found on our website, **www.albanycounty.com/civilservice.**
- Unless otherwise notified, candidates are permitted to use quiet, hand-held battery or solar calculators. Devices with typewriter keyboards, spell checkers, PDA'S, address books, language translators, dictionaries or any similar devices are prohibited.

PLEASE READ THE BACK OF THIS ANNOUNCEMENT FOR ADDITIONAL IMPORTANT INSTRUCTIONS

GENERAL INSTRUCTIONS TO APPLICANTS

Waived County Employee Exam Filing Fee

Employees of Albany County Government will be allowed to have the exam filing fee waived for only two (2) exams per year. If you have any questions regarding this change, please e-mail csinfo@albanycounty.com

APPLICATION FORMS: Use the **Albany County Application for Examination or Employment** (Form **ACS-21**) when applying. Examination announcements, applications, and study guides (when offered and available) can be found online at: **www.albanycounty.com.** Or, if you do not have access to a computer, you can request application forms or announcements by sending a self-addressed, stamped legal-sized envelope to:

ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE, 112 STATE ST. - ROOM 900, ALBANY, NY 12207

- Submit a separate application for each exam applied for. Photocopies will be accepted with exam title and number on each application.
- The applicant should be certain that **every question** is answered on the ACS-21, and that the application is complete in all respects, including the title of the examination. **Education and work experience should be documented on the application regardless if the candidate has elected to attach a résumé**. All statements made by candidates in their applications are subject to verification.

TRANSCRIPTS: Generally, whenever college transcripts or diplomas are requested, copies of the originals are acceptable and should be submitted with the application, or as soon as possible **before** the exam. This applies to standard examinations, and does not apply in the case of examinations for Training and Experience.

EXPERIENCE RATING SCALE: Experience will be rated as follows: 1-10 hours worked per week = ¼ time; 11-20 hours worked per week = ½ time; 21-30 hours worked per week = ¾ time; 31-40 hours worked per week = full time.

LAST FILING DATE: It is the applicant's responsibility to ensure that the application and appropriate filing fee are received by the Albany County Department of Civil Service or postmarked by the United States Postal Service by the last filing date of the examination.

VETERANS' CREDITS: For the purpose of claiming veterans' credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.

- Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, and provided they have not previously used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.
- Veterans and disabled veterans who are eligible for additional credit must submit a copy of their separation papers (DD-214) within two (2) months of the last filing date for the examination. Veterans' credits can only be added to a passing score on the examination.
- A candidate currently in the armed forces may apply for and be conditionally granted veterans' credits in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list**. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credits.

ADDITIONAL CREDITS FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) 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 a firefighter or police office killed in the line of duty in this municipality, please inform this office of this 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.

ALTERNATE TEST DATE POLICY: This policy and the required application can be found on our website, www.albanycounty.com. The policy clearly states the specific circumstances whereby a candidate may be able to reschedule his/her test, as well as the procedure that must be followed. The candidate will be notified by mail if the application was or was not approved. If approved, the alternate test date will be specified.

SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to Albany County Civil Service as soon as possible before the test date.

MULTIPLE EXAMINATIONS SCHEDULED FOR SAME DAY: If you have applied to take a written test announced by another jurisdiction scheduled to be held on the same test date as this written test, you must call (518) 447-7770 no later than two weeks before the test date to make arrangements for taking all tests at one test site.

ADMISSION TO EXAMINATION: Albany County Civil Service does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. **Applicants who have not received notice by this deadline should contact Albany County Civil Service.**

- Every candidate should bring their notice to appear, social security number and a Photo ID to the examination. Do not interpret a notice to appear for, or actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES: 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. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

MEDICAL EXAMINATIONS: Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

ELIGIBLE LISTS: Eligible lists are established for a minimum duration of one year but may be extended, before expiration, for a total of not more than four years. Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

PREFERENCE IN APPOINTMENT: Pursuant to New York State Civil Service Law § 23-4a, preference in appointment may be given to eligible candidates who have been legal residents of the civil division where the vacancy, or anticipated vacancy, exist for one (1) year from appointment.

CONTACT THIS OFFICE AT 447-7770 WITH ANY QUESTIONS AND BE SURE TO FILE YOUR APPLICATION PROMPTLY.

Albany County does not discriminate on the basis of race, religion, color, national origin, gender, age, gender identity or expression, sexual orientation, disability, genetic information, veteran status or marital status in its programs, employment and activities.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER