

# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900

ALBANY, NEW YORK 12207

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## ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR **PROGRAM COORDINATOR II (ADMINISTRATIVE SERVICES)**

Exam # 62408

**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 and the application must be accompanied by a completed Application Fee Waiver Request and Certification Form (ACS-04).

**TO BE HELD:** Saturday, **December 14, 2019.** Applicants will be mailed notification of time and exam site the week of exam.

**LAST FILING DATE:** Application must be received by or postmarked by Friday, **November 8, 2019.**

**VACANCIES:** List will be used to fill future vacancies as they occur in the Capital Region BOCES, serving school districts throughout the Capital Region and elsewhere in New York State.

**SALARY:** **\$49,043**

**RESIDENCY REQUIREMENT:** Not applicable.

**DUTIES OF POSITION:** The work involves responsibility for training and instructing school district personnel using various administrative and student management software applications supported by a BOCES Regional Information Center (RIC). The incumbent provides technical assistance in the use of administrative and student management software applications including grade and attendance reporting. The position of Program Coordinator II (Administrative Services) differs from that of Program Coordinator I (Administrative Services) by virtue of the fact that a Program Coordinator II's (Administrative Services) duties and responsibilities, as well as the knowledge and experience pertaining to the software applications, are more extensive than that of a Program Coordinator I (Administrative Services). A Program Coordinator II (Administrative Services) also exercises more independent judgment in the performance of his/her duties and responsibilities and serves as a lead worker. The Program Coordinator (Administrative Services) series differs from the Program Coordinator (Network Services) series by virtue of the fact that incumbents do not perform Local Area Network (LAN) or Wide Area Network (WAN) support services. The Program Coordinator (Administrative Services) series differs from other Program Coordinator series by virtue of the fact that incumbents in the Program Coordinator (Administrative Services) series are required to possess knowledge pertaining to administrative and student management software applications and do not generally maintain financial or instructional software applications. The work of a Program Coordinator II (Administrative Services) is performed under the direct supervision of a higher level Program Coordinator. The incumbent exercises no supervision; however, the incumbent does serve as a lead worker on assigned projects. Does related work as required.

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

- 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 mathematics, management information systems, computer science, information resources management, information technology, business administration, public administration, education or a closely related field and five (5) years of experience with software applications, computers and/or peripheral equipment (excluding experience in electronic mail, word processing, spreadsheet and publishing applications) OR in providing support or training on software applications; 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 mathematics, management information systems, computer science, information resources management, information technology, business administration, public administration, education or a closely related field and seven (7) years of experience as stated in (A).

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

**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 mathematics, management information systems, computer science, information resources management, information technology, business administration, public administration, education 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 in mathematics, management information systems, computer science, information resources management, information technology, business administration, public administration, education or a closely related field may be substituted for up to 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;
  - 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. **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. 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.
- 3. 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.
- 4. 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.
- 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.

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>.

- ◆ 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](http://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 THIRD PAGE OF THIS ANNOUNCEMENT FOR ADDITIONAL IMPORTANT INSTRUCTIONS***

## GENERAL INSTRUCTIONS TO APPLICANTS

**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](http://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.

➤ If a veteran previously received five (non-disabled) points on an open-competitive examination and subsequently became certified as disabled, he or she would be entitled to receive another five (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

➤ If a veteran previously received two and one-half (non-disabled) points on a promotion examination and subsequently became certified as disabled, he or she would be entitled to receive another seven and one-half (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

**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 officer 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](http://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