

# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900

ALBANY, NEW YORK 12207

CIVIL SERVICE PORTAL: <https://albany-portal.mycivilservice.com>

EMAIL: [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com)

Issued: November 16, 2022

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

## MANAGING PROGRAM COORDINATOR I (ADMINISTRATIVE SERVICES)

Exam # 63769

**FILING FEE:** \$20.00 **non-refundable** filing fee for each application submitted. Submit application and credit card payment online via the Civil Service Portal at the web address above. If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. **THERE IS NO COUNTY RESIDENT, COUNTY EMPLOYEE OR MILITARY VETERAN/ACTIVE-DUTY SERVICE MEMBER FILING FEE WAIVER FOR THIS EXAM.** The filing fee is waived for those receiving public assistance or unemployment benefits and the application must be accompanied by a completed Fee Waiver Request Form (ACS-04).

**TO BE HELD:**

Saturday, **January 28, 2023.** 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, **December 16, 2022.**

**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:**

**\$54,813**

**RESIDENCY REQUIREMENT:** Not applicable.

**DUTIES OF POSITION:** The work involves responsibility for supervising, coordinating and providing training and assistance to school district personnel using administrative and student management software applications supported by a BOCES Regional Information Center (RIC). The incumbent may supervise a unit of personnel involved in installing and maintaining administrative software applications as well as training and instructing the component school district personnel who use them. This class differs from that of Program Coordinator II (Administrative Services) by virtue of the fact that a Managing Program Coordinator I (Administrative Services) may exercise supervision over others, conducts a special project or is engaged in servicing advanced software systems for a large school district. The incumbent may exercise supervision over Program Coordinators I and II (Administrative Services), Program Coordinator Trainees and other support staff. The incumbent also assists RIC management in developing the annual budget and costs for services. 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 is performed under the general supervision of a Managing Program Coordinator II or another RIC administrator. 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 Master'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 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 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:

**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.

**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.

**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>.

- ◆ If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may 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 FOLLOWING PAGE(S) FOR ADDITIONAL IMPORTANT INSTRUCTIONS***

## GENERAL INSTRUCTIONS TO APPLICANTS

**APPLICATION PROCESS/FORMS:** Submit application and credit card payment online via the Civil Service Portal: <https://albany-portal.mycivilservice.com/> . If submitting a paper application, make check/money order payable to the Albany County Director of Finance. Include exam number on your check. Cash will be accepted if applying in person. If submitting a paper application, use form ACS-21, the Albany County Application for Examination and Employment. All forms and other information may be found on our website: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice) . If you do not have access to a computer, you can request application forms or announcements by mail or by visiting our office at:

**ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE, 112 STATE STREET, ROOM 900, ALBANY, NY 12207**

The applicant should be certain that all required sections of the application are completed or disqualification may result. **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:** If a college transcript is required per the announcement, copies of the original are acceptable and should be submitted with the application or as soon as possible after applying. See our transcript policy at: [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice)

**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. On a paper application, when entering average number of hours worked per week, enter a single number that is the closest approximation and **not** a range.

**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 on or before 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/civilservice](http://www.albanycounty.com/civilservice) . The policy clearly states the specific circumstances whereby a candidate may be eligible for an alternate test date. The candidate will be contacted by email or phone to make arrangements. Be aware that alternate test dates are during our normal business hours.

**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 when applying. Candidates who are called to military service after filing an application should contact Albany County Civil Service as soon as possible at [csinfo@albanycounty.com](mailto:csinfo@albanycounty.com) or (518) 447-7770.

**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.

### **ELIGIBLE LISTS:**

- For continuous recruitment exams, candidates will have their names placed on the eligible list for a maximum period of one year in the order of their exam score regardless of the date on which they took the exam. Rank on the list changes regularly depending on declinations, appointments and new names being added to the list.
- For all other types of exams, eligible lists are in effect for a minimum of one year up to a maximum of four years unless superseded by a new exam.
- Changing conditions may make it necessary to canvass future vacancies at higher or lower salaries than those originally announced.

**CONTACT THIS OFFICE AT [CSINFO@ALBANYCOUNTY.COM](mailto:CSINFO@ALBANYCOUNTY.COM) OR (518) 447-7770 WITH ANY QUESTIONS.**

THE NEW YORK STATE HUMAN RIGHTS LAW (ARTICLE 15) PROHIBITS DISCRIMINATION IN EMPLOYMENT BECAUSE OF AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, SEXUAL ORIENTATION, MILITARY STATUS, SEX, MARITAL STATUS OR DISABILITY.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER