

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

Issued: September 20, 2023

ANNOUNCES A PROMOTIONAL EXAMINATION FOR MANAGING PROGRAM COORDINATOR II (NETWORK SERVICES)

Exam # 72687

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.**

TO BE HELD: Saturday, **December 2, 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, **October 6, 2023.**

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: \$61,407

DUTIES OF POSITION: The work involves responsibility for supervising and evaluating personnel and activities providing distributed information technology and telecommunications support services to school districts, selected BOCES sites and other units within a BOCES Regional Information Center (RIC). The incumbent supervises two or more units involved in the installation and use of Local Area Networks and Wide Area Networks; developing, testing and documenting new computer services, and/or developing and implementing strategic technology plans for schools. The incumbent exercises general supervision over a Managing Program Coordinator I and general supervision over subordinate Program Coordinators Specialists, Program Coordinator Trainees and other support staff. The work is performed under the administrative direction of an Assistant Director of the Regional Information Center. Does related work as required.

MINIMUM QUALIFICATIONS: On or before the date of the examination, candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis **in the Capital Region BOCES for twenty-four (24) months as a Managing Program Coordinator I (Network Services).** Must be in that title or higher promotional field at time of exam.

SENIORITY CREDITS: Points will be added to eligible scores as follows:

Seniority – continuous*, permanent, competitive class service in jurisdictions covered by Albany County Civil Service immediately preceding the last filing date.

Seniority credits: 1-5 years = 1 credit; 6-10 years = 2 credits; 11-15 years = 3 credits; 16-20 = 4 credits

* Provisional appointments shall not constitute a break in service; however, no seniority credit shall be granted to any candidate for anytime served as a provisional appointee.

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:

Administrative techniques and practices: These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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.

Principles of networked communications: These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.

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.

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.
- ♦ 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 . If you do not have access to a computer, you can request application forms or announcements by mail or by visiting our office at:

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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

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 . 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 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 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