FULTON COUNTY PERSONNEL DEPARTMENT
FORT JOHNSTOWN BUILDING
1 E. MONTGOMERY STREET
JOHNSTOWN, NEW YORK 12095
Phone: (518) 736-5574   * Fax: (518) 736-1027

**announces a Civil Service examination
for the following:**

**No. 63435 Open Competitive
* * * ASSISTANT DIRECTOR OF INFORMATION
TECHNOLOGY * * *
Fulton County Department of Information Technology**

LAST FILING DATE:	**EXAMINATION DATE:**
OCTOBER 18, 2022	**DECEMBER 10, 2022**

A $12.50 PROCESSING FEE OR WAIVER OF THIS FEE MUST ACCOMPANY YOUR APPLICATION

FEE: There is a $12.50 non-refundable examination fee. When filing an application by mail, include a cashiers check or money order, payable to the Fulton County Treasurer. **Do not send cash or a personal check.** When filing in person with cash, the exact amount must be submitted. If the fee or fee waiver documentation proof does not accompany the application, the application will be rejected and returned to the applicant. There will be NO REFUNDS to applicants who fail to appear for the exam or fail to meet the minimum qualifications required for admittance to the exam, therefore, applicants are cautioned to review this announcement carefully.

WAIVER OF EXAMINATION FEE FOR UNEMPLOYED AND FOR PUBLIC ASSISTANCE RECIPIENTS: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification.** If you can verify eligibility for application fee waiver, complete a "Request for Examination Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Last Filing Date as listed on the Examination Announcement. (The Request for Examination Application Fee Waiver and Certification form can be obtained from the Fulton County Personnel Department, Fort Johnstown Building, 1 E. Montgomery Street, Johnstown, New York 12095, telephone number 518-736-5574.)

APPLICATIONS: Applications are available at the Fulton County Personnel Department or on the Fulton County website www.fultoncountyny.gov. Examination applications must be obtained and filed with the Fulton County Personnel Department. The Department recommends that you do not wait until the last day to file your application. When received in our office after 5:00 PM, on the last filing date, the application will be rejected and returned to the applicant. The correct examination number and title must appear on the application form. EVERY question on the application should be answered and complete in all aspects. Under "Duties" you must describe the nature of the work personally performed by you, with estimated percentages of time spent on each type of work. This department does not acknowledge receipt of applications or take responsibility for non-delivery or postal delay.

   Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination.

   Any application you may have previously filed will not gain you admittance to this exam and will not be used to obtain additional information. You must refile a separate Application for Examination during the official filing period as set forth in this announcement.

DISQUALIFICATION OF EXAMINATION APPLICATIONS:
When an application for an examination is disapproved by the Director of Personnel, the candidate will be given ten (10) calendar days to appeal this determination. Your appeal must clearly demonstrate that you meet or exceed the minimum qualifications as set forth on the examination announcement. Additional information must be pertinent, detailed and accurate.   Your appeal must be in writing, addressed to the Personnel Department, 1 East Montgomery Street, Johnstown NY 12095, and received in this department no later than 5:00pm of the tenth calendar day. If the tenth calendar day falls on a Saturday or Sunday, the candidate will have until 5:00pm that following Monday to submit their appeal.

LOCATION OF POSITIONS/VACANCY: This position exists in the Fulton County Department of Information Technology.

**PLEASE POST CONSPICUOUSLY AT A HEIGHT REACHABLE BY PEOPLE IN WHEELCHAIRS
AND WITH OTHER MOBILITY IMPAIRMENTS - REMOVE AFTER LAST FILING DATE**

ELIGIBLE LIST: The eligible list will remain in existence for a period of one (1) year, unless extended by the Director of Personnel to a maximum of four (4) years. When a list has existed for more than one year, it may terminate upon the establishment of a new list. This list will be used to fill this vacancy and any other appropriate full-time or part-time competitive vacancy occurring in an agency under the jurisdiction of the Fulton County Director of Personnel, anytime during the life of the eligible list.

SPECIAL ARRANGEMENTS: May be made if you require a religious accommodation, are a disabled person, or deprived of participation on the scheduled date due to active military service. Specific information must be requested when filing your application.

APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both <u>State</u> and <u>local</u> government examinations, you must notify Fulton County of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be requirement to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination.

If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than <u>two</u> weeks before the test date, so they can make arrangements for taking all tests at one site. All examinations for positions in State government will be held at a State examination center. For this examination call (518) 736-5574 or write to the Fulton County Personnel Department, Fort Johnstown Building, 1 E. Montgomery Street, Johnstown, New York 12095.

2022 ANNUAL SALARY: $68,189

RESIDENCY: Candidates must, at the time of examination and at least four (4) months prior thereto, be a resident of Fulton County.

Preference in appointment from open-competitive lists may be given to candidates who have been residents of the locality in which appointment is to be made for four (4) months prior to the date of the written test. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

TYPICAL WORK ACTIVITIES (Illustrative but not exhaustive):

Supervises and provides assistance to technical employees in the Department of Information
          Technology;
Oversees the maintenance, expansion and monitoring of the Fulton County Network;
Monitors the network for signs of overload, equipment failure or inappropriate or unusual access and
          reports any unusual activity to the Director of Information Technology;
Installs and reconfigures hardware and updates firmware, equipment or procedures as needed;
Oversees the maintenance of software systems including interface with software vendors to resolve
          problems;
Monitors servers for proper operation, applying patches and adjusting resources as needed;
Tests new software versions for proper operation prior to applying to the production environment;
Oversees the installation of new computers and the maintenance of current and accurate asset data on
          installed base of computers;
Assists with the preparation of new computers with official County image and the decommissioning of
          old computers prior to disposal;
Provides user support for more complex issues as needed;
Coordinates with staff to complete the Disaster Recovery Plan and updates the plan quarterly;
Assists the Director of Information Technology with reviewing and updating the Fulton County Security
          Policy annually;
Reviews existing policies and practices to develop formal procedures as needed;
Coordinates and/or provides training for county staff including working with department heads to
          determine existing needs, developing training plans based on needs analysis and coordinating
          with outside vendors or existing resources;
Keeps up-to-date on new developments in the field of information technology.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the last filing date: Graduation from high school, possession of a high school equivalency diploma or a high school individual education plan diploma and either:

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Computer Programming, Information Systems Management or a closely related field and two years of experience in computer operations, systems analysis, programming or technical support, one year of which must have been in a supervisory capacity; or

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Computer Programming, Information Systems Management or a closely related field and four years of experience in computer operations, systems analysis, programming or technical support, one year of which must have been in a supervisory capacity; or

(C) Six years of experience in computer operations, systems analysis, programming or technical support, one year of which must have been in a supervisory capacity; or

(D) An equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.

All experience required to meet the minimum qualification section is PAID.

Part-time experience will be pro-rated as follows:
        16-23 hrs/wk….1/2 time   24-31 hrs/wk….3/4 time   32+ hrs/wk….full-time

If qualifying by A, B or D (education options), a copy or photocopy of your official academic transcript showing courses taken and degree conferred (if a degree is required) must accompany your application. If submitting a photocopy, this office must be able to verify it is an official transcript. Your transcript does <u>not</u> have to be submitted in a sealed envelope from the Registrar's Office. If your transcript, as previously described, does not accompany your application, your application will be disqualified and you will be given ten (10) days to submit documentation to substantiate your qualifications. If you fail to provide a copy or photocopy of your official transcript within the ten (10) day period, you will not be allowed to participate in the examination.

Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency from a member company of the National Association of Credential Evaluation Services, Inc. (NACES). You can write to the Examination Information Desk of this Department for a list of NACES members who provide this service. You must pay the required evaluation fee.

SUBJECTS OF EXAMINATION: The written, multiple-choice test will be designed to measure knowledges, skills and/or abilities in the following areas:

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. **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. **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.

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. **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

CALCULATOR POLICY: Quiet, hand-held, solar or battery-powered calculators are **ALLOWED**.

Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited.

AT THE EXAM THE USE OF CELLULAR PHONES, BEEPERS, ETC. IS STRICTLY PROHIBITED.

VETERANS' CREDITS: Veterans, Disabled Veterans, or candidates currently in the armed forces claiming the additional credit allowed veterans in competitive examination, must apply for such credit while filing their examination application or at any time between the date of the application but prior to the date of the establishment of the resulting eligible list. The time periods, for which veterans' credit is permitted, are defined in Question 12 on the examination application. To receive additional veterans' credit you must file a separate Veterans' Credit Application including acceptable supporting documentation for each examination. Veterans' Credit is added only to the score of the examination when the candidate's passing grade is 70 or higher.

CHILDREN AND SIBLINGS OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY CREDIT: In conformance with sections 85-a and 85-b of the Civil Service Law, children and siblings of firefighters and police officers killed in the line of duty 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, sister or brother has served. If you are qualified to participate in this examination and are a child or sibling of a firefighter or police officer killed in the line of duty 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. Children and siblings of firefighters and police officers killed in the line of duty credit is added only to the score of the examination when the candidate's passing grade is 70 or higher.

RATING AND REVIEW: This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law and Section 7.1 of the State's Civil Service Rules and Regulations.

NOTICE TO APPEAR: Approved applicants will receive a Notice to Appear for the written examination providing the location and time. Late arrivals will <u>not</u> be admitted into the exam room under any circumstance. Please contact this office if you have not received a notice to appear for the written examination by December 3, 2022.

ANY LAST-MINUTE CHANGE OR CANCELLATION WILL BE BROADCAST OVER RADIO STATION <u>WENT</u> (AM 1340) BETWEEN 6 AND 8 AM ON THE DATE OF THE EXAMINATION.

FULTON COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, CREED, COLOR, NATIONAL ORIGIN, MARITAL STATUS, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISIONS OF SERVICES.

ISSUED: 9/20/22