

INFORMATION TECHNOLOGY - TRAINING & EXPERIENCE EXAMINATION OPEN TO THE PUBLIC

ISSUED: July 25, 2017

COMPUTER SYSTEMS ANALYST

EXAMINATION NO. 18986-CSA-OC

Steuben County

August 18, 2017

Instructions for completing the online Training & Experience
questionnaire between September 5th and September 18th
will be sent to all approved candidates prior to September 5th.

September 20, 2017

LAST FILING DATE

Read these instructions *carefully* and *thoroughly*.

RATING DATE

A **NON-REFUNDABLE \$15.00 APPLICATION FEE** APPLIES FOR THIS TEST. See page 3 for details.
INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.

SALARY: \$39,510 - \$52,059 annually – Depending on Experience

VACANCIES: The Eligible List resulting from this examination will be used to fill any appropriate vacancies that may occur in this title during the life of the list.

RESIDENCY REQUIREMENT: Candidates must have been legal residents of **New York State** for at least four months immediately preceding the rating date of the examination.

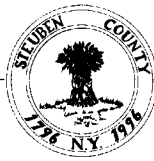
MINIMUM QUALIFICATIONS: POSSESSION OF THE MINIMUM QUALIFICATIONS MUST BE **CLEARLY DEMONSTRATED** ON YOUR APPLICATION.

Graduation from high school or possession of an equivalency 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 or a closely-related field; or
- (b) Graduation from a regionally-accredited or New York State registered college or university with an Associate's Degree in Computer Science or a closely-related field and two years of full-time or equivalent part-time paid experience in computer systems analysis and programming; or
- (c) Four years of full-time or equivalent part-time paid experience in computer systems analysis and programming.

NEW HIRE DRUG SCREENING: New hires will be required to submit to a drug and alcohol screening prior to employment with Steuben County. Candidate will cover the cost of the screening. **A positive screening will delay and may bar hiring.**

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for reviewing, analyzing, troubleshooting, programming, and developing specifications and documentation for implementation of changes to existing and new computer systems. The work is carried out in accordance with sound, modern, up-to-date methods, techniques, and procedures as utilized for implementation of computer systems. It involves the study and analysis of systems and their adaptation to available computer resources; conferring with user departments to determine their computer needs; analyzing the flow of information and its adaptation for computer use; and testing and debugging new systems planned for implementation. Work is performed under the general supervision of the Senior Systems Analyst with considerable leeway allowed the incumbent for the exercise of independent judgment in planning out the details of assignments as long as standard operating procedures and scheduled completion timeframes are followed. Additional guidelines may also be set by the head of the department in which specific projects are being undertaken. Supervision of subordinates is usually not a feature of this class of positions. Does related work as required.



SUBJECTS OF EXAMINATION:

The examination will consist of two parts: a rated evaluation of training and experience and a qualifying PC-administered test. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

PART 1: RATED EVALUATION OF TRAINING AND EXPERIENCE

Instructions for accessing the online questionnaire will be mailed to you if your application is approved. You will complete an online questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas:

- ◆ Computer Programming
- ◆ User Support
- ◆ Website Development
- ◆ Business/Systems Analysis

PART 2: QUALIFYING TESTS

A) Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication, and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

B) Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

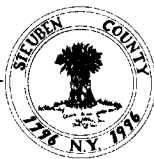
This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative, and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

C) Qualifying Simulation Test of User Support and Training

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

NOTES: The Steuben County Department of Personnel and Civil Service reserves the right to give the qualifying PC-administered test to only as many candidates as are needed to fill current vacancies.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan for a period of two years from the date of this examination.



\$15 APPLICATION FEE: NO CASH ACCEPTED.

The New York State Civil Service Law requires our Office to collect an application fee. The amount of the fee is **fifteen dollars (\$15) per applicant for EACH examination** applied for. Fee must be submitted with the application form, **by check (personal or certified) or money order**, payable to "**Steuben County Finance**." You must record the EXAMINATION NUMBER(S) and TITLE(S) on your CHECK.

Applicants whose application forms are not accompanied by the appropriate fee or whose personal checks are returned for insufficient funds will not be considered as candidates. No Refunds. Also, no refund will be made to applicants who are *disapproved* or who *fail to appear*.

You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Assistance is available from our office in person or by telephone at 607-664-2345.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: 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 two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

GENERAL INSTRUCTIONS:

1. Applications and additional information are available at the Steuben County Department of Personnel and Civil Service, Steuben County Office Building, 3 East Pulteney Square, Bath, New York 14810, or by calling 607-664-2345. Examination announcements are also available on the Internet at www.steubencony.org.
2. Applications postmarked after midnight of the "Last Filing Date" will be disapproved for this examination. If hand delivered, applications must be filed in the Steuben County Department of Personnel and Civil Service no later than 5:00 p.m. on the "Last Filing Date."
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and **all statements made by candidates are subject to verification**.
4. Applicants must **answer every question** on the application form and provide an **original signature**. You may include a resume in addition to completing the application form; however, **you may NOT substitute "See Resume"** for completing any portion of the application form. **INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.**
5. Be sure to KEEP A COPY of your application materials. The Department of Personnel and Civil Service does not provide copies of records you submit.
6. APPLICATION FEE WAIVER: A waiver of the application fee will be allowed if you are unemployed *and primarily* responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid; 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 an application fee waiver, complete Application Item #13.
7. Accepted candidates will be notified of when and where to appear for the exam approximately one week before the scheduled date of the exam. None will be admitted to the examination without the official admission notice. If an application is disapproved, due notice will be sent.
8. This department does not make formal acknowledgment of the receipt of an application.
9. If you have not received your notice to appear for the exam by three days before the exam date, call 607-664-2345.
10. TESTING ACCOMMODATIONS: If special arrangements for testing are required (i.e. religious observance, disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application item #12.
11. INTERVIEW ACCOMMODATIONS: If special arrangements for interviewing are required (i.e. disability, temporary disability conditions), submit a written request describing your needs with the application form. See Application item #12.
12. VETERANS CREDITS: Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" accompanied by the form DD-214 prior to the establishment of the eligible list. The Form DD-214 may be submitted with your application for examination or at any time prior to the establishment of the resulting eligible list. IT IS YOUR RESPONSIBILITY TO SEE THAT THE FORM DD-214 IS SUBMITTED TO THIS OFFICE. FAILURE TO SUBMIT A COPY OF YOUR DD-214 TO THIS OFFICE PRIOR TO THE ESTABLISHMENT OF ANY ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.
13. Military Service members on active duty on the exam date may request a military makeup exam by calling 607-664-2345. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.



14. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
15. Candidates who fail the examination or who fail to appear for the examination as scheduled will be eliminated from further consideration.
16. Under specific circumstances, an alternate test date may be arranged in accordance with established policy. Your request *and verifiable documentation* should be submitted at least one week prior to the test date or *in case of an emergency no later than 5:00 p.m. on the next business day* following the test. See Application item #12.
17. This examination is being prepared by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of New York State Civil Service Law, Rules, and Regulations dealing with the rating of exams will apply to this examination. Scoring and rating of the written portion will be performed by the Steuben County Department of Personnel and Civil Service in accordance with Rule 10 of the Steuben County Civil Service Rules using the State-developed rating scale. The computer program utilized for the performance test (*if applicable*) self-scores upon completion.
18. 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.
19. Your degree and/or college credits must have been awarded by a regionally-accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If an educational institution outside of the United States and its territories awarded your degree and/or college credit you must provide independent verification of equivalency. You can call or write to our Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.
20. **Unless otherwise noted, candidates are permitted to use quiet, hand-held, solar or battery powered calculators.** Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are *prohibited*. You will not be permitted to use the calculator function of a cell phone.


Nathan A. Alderman, Personnel Officer