



# Department of Human Resources & Civil Service

## Promotional Training & Experience Exam Announcement

Please Post Conspicuously

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### Monroe County Departments

## PNA2-0501-18 Network Administrator II

Application Fee: **None**

Examination Date: **May 1, 2018** – This exam will be administered online. All candidates who meet the minimum qualifications will be sent further details on this date.

Application Deadline: **March 30, 2018** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date.

Who May Apply: **Qualified employees of a Monroe County Department**

Salary: **CSEA Salary Group 13**

Employment Opportunities: The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

An open-competitive exam is also being offered for qualified applicants.

### Minimum Qualifications:

Candidates must be permanently employed in the competitive class at a **Monroe County Department** and must have served continuously on a permanent basis for **twelve (12) months** holding the position of **Network Administrator III or System Support Technician III** immediately preceding the date of the written test.

Any person, otherwise meeting the requirements for an examination, who was laid off from an agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing the application, such person should be sure to indicate his/her present employment and/or the title and location of his/her last permanent employment in the municipality.

### Description of Duties:

This is a technically advanced position responsible for maintaining and administering the day-to-day functions and on-going support of a computer network system or systems. Work involves installing, configuring, testing and supporting all systems including analyzing hardware and software problems. In smaller installations, work is less specialized and may encompass a broader spectrum of responsibilities. This classification differs from the higher in the series in that technical support provided is less advanced, and project management and design responsibilities are not assigned. The employee reports directly to and works under the general supervision of an administrative or senior level staff member.

### Scope 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 **all** 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.

### Rated Evaluation of Training and Experience:

All candidates who meet the minimum qualifications will be sent a letter directing them to a web-site to complete a questionnaire that asks for specific facts about 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

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PHONE: (585) 753-1700 TTY: (585) 753-1091 WEB SITE: <http://www.monroecounty.gov>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.

An Equal Opportunity Employer

information you provide about your experience will be rated against the following areas:

Help Desk  
Network Administration  
Data Communications

**Qualifying PC-administered test:**

Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying PC-administered test. The qualifying PC-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

**1. Logical Reasoning and Interpreting Instructions for Computer-Related Positions**

These multiple-choice 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 "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.

**2. Working Effectively with Others to Solve Job-Related Problems**

This simulation exercise 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 exercise, 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.

**3. User and Support 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.

Qualifying test scores may be banked and applied to future examinations for up to **five (5) years** for titles that require the same test plan.

This 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. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this examination.

----- **BASIC CIVIL SERVICE INFORMATION** -----

**Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Candidates must record the Exam Number and Title on the Application.**

**Eligible List:**

Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates' scores from the different testing dates may be interfiled. The names of the successful candidates will remain on the eligible list for at least one (1) year to fill present and future vacancies.

**Seniority:**

Seniority points will be added to the score of every passing candidate at the rate of one (1) point for each appropriate five (5) year period for each year of continuous permanent service calculated to the date of original entry in the permanent classified service in accordance with the following schedule.

Less than 1 year .....	0 Points
1 year up to 6 years .....	1 Point
Over 6 years up to 11 years .....	2 Points
Over 11 years up to 16 years .....	3 Points
Over 16 years up to 21 years .....	4 Points
Over 21 years up to 26 years .....	5 Points

Seniority points will be calculated at the time of examination.

**Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence.

**Veteran's Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

**Active Military Members:**

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

**Special Arrangements for Examination:**

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)] or if you have a disability that requires special accommodations for you to participate in an examination, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

**Multiple Exam Takers:**

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the same exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

**Admission to Examination:**

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination three days before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

**Issue Date:** March 12, 2018