



# Department of Human Resources & Civil Service

## Open Competitive Exam Announcement

Please Post Conspicuously

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## OC-89421010      Supervisor of Technology Services

Examination Date:	<b>December 7, 2024</b>
Application Deadline:	<b>October 16, 2024</b> – Applications must be submitted online or filed in our office by 5PM or postmarked by this date.
Who May Apply:	<b>Qualified applicants</b>
Salary:	<b>\$31.25 - \$36.06 hourly (BOCES #1)</b> <b>\$75,000 - \$90,000 annually (Gates-Chili Central School District)</b> <b>\$65,000 - \$110,000 annually (Rochester City School District)</b> <b>Varies with other agencies</b>
Employment Opportunities:	The <b>Gates-Chili Central School District</b> has <b>one (1)</b> position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.  <b>The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.</b>

### Minimum Qualifications:

**Candidates must meet the following minimum requirements on or before the date of the written exam:**

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Management Information Systems (MIS), Computer Science, Information Science, or other MIS, computer or information science field, plus five (5) years paid full-time or its part-time equivalent\* experience in systems programming and development, systems analysis, or end-user services or application support services, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Management Information Systems (MIS), Computer Science, Information Science or other MIS or computer or information science field, plus seven (7) years experience as described in (A) above, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (C) Nine (9) years experience as described in (A) above, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

### Special Requirements:

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

210 County Office Building, 39 West Main Street, Rochester, NY 14614-1471  
PHONE: (585) 753-1700 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

\* part time equivalent experience is as follows:

0-9 hours per week = no credit

10-19 hours per week = 1/4 (one-quarter) of full-time work

20-29 hours per week = 1/2 (one-half) of full-time work

30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

**Residency Requirement:**

There is no residency requirement to participate in the examination.

**Description of Duties:**

This is a managerial position responsible for assisting the director of an information systems department with directing and coordinating the day-to-day operations of the department. Duties include ensuring an agency's request for computer support and services is met in a timely manner through communicating needs to staff, prioritizing work, providing staff with necessary resources, and maintaining the required technical level of staff through the provision of proper on-going training. Other responsibilities include evaluating technology products and services for the agency's data, voice, voice messaging, cellular systems, and emerging telecommunications technologies. The employee reports directly to and works under the general supervision of the Supervising Director of Management Information Systems, the Director of Technology Operations, or other administrative staff member. General supervision is exercised over a technical staff.

**Scope of Examination:**

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

**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.

**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.

**Project management**

These questions are designed to test for techniques and concepts of project management. They may cover, but not necessarily be confined to, management of systems development, management by objectives, project scheduling and control techniques (e.g., PERT), characteristics of organizations and of the systems life cycle, and the development of data processing standards.

**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.

**Systems analysis and design**

These questions test for techniques and concepts of computer systems analysis and design. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.

**Calculators and Reference Materials:**

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is

**ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service 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.**

**Note:**

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

**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. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

**Background Investigation:**

Applicants will be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

**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.

**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.

**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 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 matter when you submit your application for examination. A candidate claiming such credit must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

**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)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of

special accommodations, 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:** September 25, 2024