

INFORMATION SERVICES SPECIALIST II (OC)
RC/EL #20051

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee.

Last Date to File for Training and Experience is; **April 1, 2020**

- 1. If applying in person, completed applications must be received in the Department of Personnel no later than 5 PM EST on the last filing date.**
- 2. If applying on-line, completed applications must be submitted by 11:59 PM EST on the last filing date.**
- 3. If applying by mail, completed applications must be postmarked no later than the last filing date.**

VACANCIES: One each in the East Ramapo Central School District and the South Orangetown Central School District. The East Ramapo Central School District may not be filling the vacancy at this time.

POSITIONS EXIST IN: The Clarkstown Central School District, the East Ramapo Central School District and the South Orangetown Central School District.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The salary is \$125,000.00 annually for a 35 hour-work-week with the South Orangetown Central School District. Salary may vary in other location.

WHAT THE JOB IS LIKE: This is technical work of a moderately complex nature which involves adapting software and developing programs for the computerization of a variety of records particularly those mandated by the State Education Department concerning students such as attendance, standardized test scores, demographics, etc. The incumbent will also be responsible for training, troubleshooting and supporting users on a variety of networked computer and electronic equipment. The work differs from the Information Services Specialist I in that the incumbent of this position will coordinate the work of the latter to conform with federal and state regulations and to disseminate information as reporting requirements change. The work is performed under the general supervision of the Director of Information Technology Services (ITS) or other higher-level administrator. Supervision may be exercised over clerical employees and direction is provided to others as indicated above. Does related work as required.

MINIMUM QUALIFICATIONS: By the last date to file, you must have:

1. Possession of a Bachelor's degree or higher in Computer Science, Information Technology, Management Information Systems or a related field and one year of work experience which involved hands-on application and development of computer programs as a major function of the work; or
2. Possession of an Associate's degree in Computer Science, Information Technology, Management Information Systems or a related field and three years of work experience which involved hands-on application and development of computer programs as a major function of the work; or
3. Graduation from high school or possession of an equivalency diploma and five years of work experience which involved hands-on application and development of computer programs as a major function of the work.

(Official college transcripts must be sent directly from the school to our department no later than June 1, 2020.) Student transcripts are not acceptable.

NOTE: Your college 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. You can write the Rockland County Department of Personnel for a list of acceptable companies who provide this service. This form is also available on the Rockland County website: www.rocklandgov.com. You must pay the required evaluation fee.

SUBJECT 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.

RATED EVALUATION OF TRAINING AND EXPERIENCE:

You will complete a 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:

- 1. Computer Programming**
- 2. Help Desk**
- 3. User Support**
- 4. Data Communications**
- 5. Business/Systems Analysis**
- 6. Web Site Development**

SEE NEXT PAGE

INFORMATION SERVICES SPECIALIST II (OC) #20051 (CONTINUED)

QUALIFYING PC-ADMINISTERED TEST:

Only a sufficient number of candidates needed to fill the present vacancies will be nominated 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:

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.

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.

Qualifying Simulation Test of User Support and Training

This 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.

IMPORTANT:

The training and experience questionnaire will be available on the Internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date of this examination. If you do not have Internet access, please contact the Rockland County Department of Personnel at (845) 364-3737 immediately upon receipt of your approval letter. Our office will then make arrangements to have you use one of the Rockland County Department of Personnel computers.

Date Issued: 2/5/20