



**NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – G2
Lockport, New York 14094**

*Malcolm A Needler
Personnel Officer*

(716) 438-4071

SOCIAL SERVICES SYSTEMS COORDINATOR

If you applied for this exam last year, you do not need to re-apply

No 67-771 Examination Open to the Public

Salary Range: \$35.55 – \$41.53

The examination will be held to establish an eligible list used to fill one current vacancy in the Niagara County Department of Social Services and any other appropriate vacancies that may occur during the life of the list.

RESIDENCE REQUIREMENTS: Candidates must have been legal residents of Niagara County for at least one (1) month immediately preceding the date of the written examination and such residency must continue until the time of appointment. **Preference in appointment may be given to successful candidates who have been residents of the municipality in which the appointment is made. Non-residents may be required to become a resident of the appointing municipality if local law so states.**

MINIMUM QUALIFICATIONS: Candidates must meet the following on or before the date of the written exam. **If you do not meet these qualifications, your application will be disapproved and your filing fee will not be refunded.**

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree **and** two (2) years of full-time paid experience in planning, directing, and coordinating information technology services. Experience must have involved first-line supervisory experience* that included planning, managing, and coordinating the work of technical staff; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree **and** four (4) years of full-time paid experience in planning, directing, and coordinating information technology services. Two (2) years of experience must have involved first-line supervisory experience* that included planning, managing, and coordinating the work of technical staff; **OR**
3. Graduation from high school or possession of an equivalency diploma **and** six (6) years of full-time paid experience in planning, directing, and coordinating information technology services. Two (2) years of experience must have involved first-line supervisory experience* that included planning, managing, and coordinating the work of technical staff.

***NOTE:** First-line supervisory experience is characterized by the close and immediate supervision of permanently assigned employees, on a regular, ongoing basis; responsibility for the assignment and review of work, providing work instruction, the evaluation of work performance, maintenance of work standards, handling absenteeism, discipline, etc.; and accountability for the quantity and quality of subordinate's work and/or the completion of projects and program accomplishments.

DUTIES: This position is responsible for all aspects of the implementation, operation, and monitoring of information technology services and the use of computers in the Department of Social Services. The incumbent collaborates closely with the Niagara County Information Technology Department to ensure that all department systems, programs, and networks conform to county-wide information technology policies, procedures, and requirements. The incumbent may be required to perform programming, analytical, and technical tasks as necessary. The work is performed under the direct supervision of the Director of Administrative Services and the incumbent exercises direct supervision over assigned staff. The incumbent is permitted wide leeway in the exercise of independent judgment in performing the duties of the job in accordance with local and state policies, rules, and guidelines. Does related work as required.

NOTICE TO CANDIDATES: The use of calculators is **ALLOWED**. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

DRUG SCREENING: Applicants may be required to undergo a drug-screening test to determine suitability for appointment in accordance with local policies. Applicants who test positive may be restricted from future certification.

**APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.
YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.**

FILING DEADLINE

MAY 31, 2021

A **non-refundable \$15.00 application fee** is required.
Apply and pay online or submit a check or money order
payable to: **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: April 8, 2021

EXAMINATION DATE

JULY 17, 2021

BACKGROUND INVESTIGATION: Applicants may 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.

FEE WAIVERS: Waivers for the filing fee must be completed in full and submitted with required documentation or your application will be disapproved.

SUBJECT OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills, and/or abilities in such areas as:

1. **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.
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>.

CANDIDATES NOTE: You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

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 arrangement for taking all tests at one test site. All examination for positions in State government will be held at a State Examination Center.

COLLEGE CREDITS MUST BE VERIFIED WITH AN OFFICIAL TRANSCRIPT. If you have listed college or special courses on your application it will be necessary for you to submit an official transcript or special course certificate. **Documents can be submitted electronically or in hardcopy format but must be on official letterhead or stationary. If these documents are not on file prior to canvassing/certification for vacant positions, your name will not be canvassed/certified and your name will be removed from consideration for all appointments.**

This examination will be 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 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.

Please review [IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES](#)

Niagara County Civil Service #2020-44