



COUNTY OF ERIE - DEPARTMENT OF PERSONNEL
invites applications for the position of:

Assistant Director for Application Services (Promo) #72-705

SALARY: \$60,596.00 - \$80,700.00 Annually

OPENING DATE: 10/10/13

CLOSING DATE: 11/07/13 11:59 PM

DESCRIPTION:

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY DIVISION OF INFORMATION & SUPPORT SERVICES (DISS). At present there is one vacancy in the Erie County Division Of Information & Support Services.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

Persons who are currently employed under section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

EXAMPLES OF DUTIES:

An Assistant Director for Application Services plans, organizes, develops, manages and supervises the the information technology activities and services associated with application systems operating on Erie County Departments' computers;

Manages daily activities associated with application systems operating on the County's computers, including but is not limited to the Erie County Enterprise Resource Planning System;

Administers planning and implementation of application systems enhancements;

Develops plans for future activities in the applications systems environment;

Troubleshoots problems associated with the application systems environment;

Coordinates activities as necessary between, but not limited to infrastructure services, technical support services, desk side support services, and the applications areas;

Responsible for the implementation of new application systems modules;

Provides information and technical assistance to personnel relative to application systems;

Plans, directs and supervises the work of staff assigned to applications areas;

Assists in selecting equipment necessary to achieve improved information technology systems;

Keeps abreast of new methods, procedures and developments in the area of database management and systems software;

Plans the level of support needed in each function and provides suitable capability as well as cross training of personnel in each function as required;

Assists in the preparation of departmental budget with regard to personnel and equipment for assigned area.

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for **12 months** immediately preceding the date of the written test in the position of **Job Group XIV** plus one of the following:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science, mathematics, statistics or related fields and six years of

- information technology experience in programming and systems development for ERP solutions, at least two years of which must have been in a *supervisory position; or:
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science and eight years of information technology experience in programming and systems development for ERP solutions, at least two years of which must have been in a *supervisory position; or:
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

Notice to Candidates:

Transcripts will now be accepted by the Department of Personnel ONLY at time of application.
All subsequent transcripts must be submitted at time of interview.

NOTES: 1. *Supervision – Responsible direction and control of subordinate employees. This involves the assignment of work, approval of work, training, evaluation and discipline of employees. The supervisory aspects must be an integral part of the job, not incidental or occasional. 2. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements. 3. Your degree and/or college credit 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. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

SUPPLEMENTAL INFORMATION:

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

**EXAMINATION DATE
DECEMBER 7, 2013**

**APPLICATIONS MUST BE
POSTMARKED BY
NOVEMBER 7, 2013**

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

SUBJECTS OF EXAMINATION: The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. DATA PROCESSING CONCEPTS AND TERMINOLOGY :

These questions are designed to test for knowledge of computer characteristics and operations that is relevant for computer programming and analysis. They may cover, but not necessarily be confined to, basic terminology of data processing, data entry, data access, and data communications; basic characteristics of storage media and data bases; types of data processing (e.g., time-sharing), the functions of operating systems, and hierarchies of computer memory.

2. DATA PROCESSING CENTER OPERATIONS

These questions test for knowledge of the principles and practices employed in planning, organizing and controlling the operating activities of a computer center. They cover such areas as: data processing methods and procedures; identifying and resolving operational problems; coordinating and maintaining schedules for the utilization of equipment; and monitoring and controlling operating systems, equipment, and the physical environment in the computer center.

3. PROGRAMMING TECHNIQUES AND CONCEPTS

These questions test for basic structures of higher-level computer programming languages and their applications. They cover such subjects as programming techniques and terminology, program documentation, and flowchart interpretation.

4. 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.

5. SYSTEMS ANALYSIS

These questions test how well you can make judgments in an information technology context, and are intended for candidates who do not necessarily have any formal training or specific experience in systems analysis. Questions cover such subjects as planning, documentation, feasibility studies, forms design, and systems implementation.

NOTICE TO CANDIDATES: 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 may not bring books or other reference materials.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)

(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

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.....	5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

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 has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

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. ****For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.**** The Cross-Filer Form is found online at: www2.erie.gov/employment/index.php?q=applications or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any 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 their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE –
READ CAREFULLY****

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, 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.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.