ONONDAGA COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT
DEPARTMENT OF PERSONNEL
JOHN H. MULROY CIVIC CENTER
421 MONTGOMERY ST. 11TH FL. SYRACUSE, NY 13202
(315) 435-3537 – WEBSITE: WWW.ONGOV.NET

Carl Hummel
Commissioner

Published
08/20/2025
Amended
8/27/2025
Application Deadline 09/30/2025

DIRECTOR OF CLIENT SERVICES

Open Competitive Exam #60041700
Use application form #p-200
Promotional Exam #70019130
Use application form #p-201

Office Hours
M-F
8 A.M. – 4 P.M.

Exam Date
11/15/2025

ALL APPLICATIONS MUST BE FILED WITH THE ONONDAGA COUNTY PERSONNEL DEPARTMENT
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

$15.00 Non-Refundable Application Fee You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. Payable by check or money order to: "Chief Fiscal Officer," or by VISA, MC or Discover. Cash will be accepted only if paying in person.

SALARY AND VACANCIES: Changing conditions may make it necessary to certify vacancies at higher or lower salaries than those announced.

THE TITLE CURRENTLY EXISTS IN THE FOLLOWING JURISDICTIONS:
Onondaga County Department of Information Technology -$98,664-$130,796
Syracuse City School District – Salary varies

The resulting promotional eligible list will be certified to fill vacancies only in the agency in which candidates are employed on the date of examination. **To qualify as a promotion candidate, the agency in which you are employed must be listed above.**

DUTIES:
The work involves responsibility for coordinating, scheduling and supervising all desktop administration, support, business analysis and helpdesk/client services activities within the Information Department. Under administrative supervision, the incumbent works directly with department administration in order to review client services and plan information technology resources. Direct supervision is exercised over a number of application services technical staff. Does related work as required.

MINIMUM QUALIFICATIONS:
On the date of examination, candidates must meet the following requirements:

Open Competitive:

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a baccalaureate degree in Computer Science or a closely related field and six (6) years of professional level client services work experience, or its part time equivalent, within the information technology field; three (3) years of which must have been in a supervisory capacity.

B. Ten (10) years of professional level client services work experience, or its part time equivalent, within the information technology field; three (3) years of which must have been in a supervisory capacity.

C. An equivalent combination of training and experience as defined by the limits of A and B.

Promotion:
Three (3) years of permanent competitive class status in the title of Information Systems Coordinator.

***Note:** Per Civil Service Law Section 52.10(a), which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion examination.

***Note:** According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met.

COLLEGE TRANSCRIPTS AS QUALIFYING PROOF: If you are trying to qualify for this examination on the basis of your college training, you will need to submit either a verifiable, student copy or official transcript of college level studies you have completed to verify course work required for this examination. In lieu of a transcript, you will need to list all courses successfully completed in the curricula listed above, the names of the courses, number of hours earned, grades awarded, approximate dates of completion, and name(s) of college(s) where you took the course.

VOLUNTEER EXPERIENCE: Volunteer experience will be allowed to substitute for paid work experience as long as the volunteer experience is equivalent in nature to the paid work experience required for the position.

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 the following areas:

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.

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.

TEST GUIDE:
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.

CALCULATORS:
Use of calculators is **RECOMMENDED** for this exam. Candidates should bring 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. You may not bring cellular phones, beepers, pagers, or headphones.

APPLICATION INSTRUCTIONS: Applications and credit card payment forms may be obtained in person from the Onondaga County Department of Personnel, by mail (include a self-addressed, stamped envelope) or downloaded at www.ongov.net/employment/document_center

APPLICATION FEE: Although a separate application is required for each examination number, candidates applying for more than one examination may pay all fees with a single check/money order or credit card form. You may pay by check, money order or by VISA, MasterCard, or Discover, payable to "Chief Fiscal Officer". Cash will be accepted only if paying in person. Payment must accompany your application(s) (indicate examination number(s) on your check or money order). We do not accept applications by fax.

APPLICATION FEES ARE NON-REFUNDABLE. You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. If proofs (i.e. copy of license, certification, or transcript) are required, be sure that they accompany your application.

If you want "Proof That You Submitted Your Application and/or Examination Fee", ask for a receipt or, if mailing your application, enclose a stamped, self-addressed envelope and request a receipt. ***NOTE**: A bounced check fee will be charged to you for any checks returned. Unless such fees are paid in full, you will not be permitted to participate in any examination(s) or be considered for appointment from resultant eligible lists. In addition, any subsequent application fees will not be refunded unless all such fees are paid in full.*

FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments (SSI); or Public Assistance (Temporary Assistance for Needy Families/Family Assistance of Safety Net Assistance); or are receiving Foster Care or are certified Workforce Investment Act eligible through a State or local service agency. A waiver of application fee will also be allowed if you are an Onondaga County resident and have honorably served or are now honorably serving in the Armed Forces, National Guard or Reserves (attach DD-214, NGB-22, or current DD2-Military ID card or a Statement of Honorable Service from Unit to completed "Application Fee Waiver Request and Certification" form). **All claims for application fee waiver are subject to verification.** If you can verify eligibility for application fee waiver, **complete** an "Application Fee Waiver Request and Certification" **form** and **submit** it **with** your **application.** Application Fee Waiver Request and Certification forms are available in person from the Onondaga County Department of Personnel or downloaded at https://onondaga.gov/employment/document-center/.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Onondaga County Department of Personnel or downloaded at https://onondaga.gov/employment/document-center/. You will be responsible for the required evaluation fee.

ADDITIONAL CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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, please inform this office of this matter when you submit your application for examination.

VETERAN CREDITS: Veterans applying for additional credit must submit a copy of their DD-214 Member-4 (discharge papers) with their application for examination or by one month following the date of examination. Veteran's Credit Instructions and Application Forms are available in person from the Onondaga County Department of Personnel or downloaded at https://onondaga.gov/employment/document-center/.

APPLICATION DEADLINE POLICY: All applications along with application fees or proofs of waiver must be submitted to the Onondaga County Department of Personnel before the close of business at 4:00 p.m. on the

application deadline date as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received through inter-office mail after the Application Deadline or that are submitted to any other department, office or agency and are not received in the Department of Personnel by the Application Deadline will not be accepted.

MILITARY APPLICANTS: In accordance with Section 243 of Military Law, military personnel serving on active duty in the armed forces of the United States during the filing period may be permitted to file an application for the examination after the application deadline date, but prior to the scheduled date of the examination. Contact the Onondaga County Personnel Department at (315)435-3537 for further information.

EXAM INFORMATION:

EXAM NOTICE: Candidates found eligible will be notified when and where to appear for examination. If you have not received notice of the examination location three (3) days prior to the examination, contact the Examination Unit at 435-3537. If an application is disapproved, due notice will be sent. Reasons for disapproval may be discussed with the reviewer.

FOR EMERGENCY CANCELLATION OF EXAMINATIONS TUNE TO: WIXT NEWS CHANNEL **9**, WTVH NEWS CHANNEL **5**, NEWS **10** NOW or **any Clear Channel Radio Station**.

SPECIAL ACCOMMODATIONS: If you desire accommodation at the exam site due to disability, please indicate the disability and desired conditions necessary to accommodate your disability on the application or on a separate paper attached firmly to your application. Candidates requesting an accommodation are required to furnish documentation of the disabling condition prior to the examination date. The accommodation required must be stated on the application for examination and the documentation must be forwarded at least 2 weeks prior to the exam date.

RELIGIOUS ACCOMMODATION: Applicants whose religious beliefs prevent them from taking examinations on the scheduled date should indicate the need for special arrangements on their application.

EXAM RATING: When the written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law, the provision of the New York State Civil Service Rules and Regulations will apply.

ELIGIBLE LIST: Eligible lists are established, on average, within three months after the examination date. In accordance with the New York State Civil Service Law, an eligible list must remain in existence for one year from the date of its establishment. When the eligible list is established you will be able to view the current eligible list and your status on-line by going to our website at **Civil Service Exam Test Results https://onondaga.gov/employment/exam-results/.**

CANDIDATE FITNESS: Inquires may be made as to character and ability of all candidates. All statements made by candidates are subject to verification. Falsification of any part of the "Application for Employment" may result in disqualification and possible legal action.

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. All examinations for positions in State government will be held at a State examination center. Onondaga County Cross Filer Notification Forms are available in our office or online at https://onondaga.gov/employment/document-center/. Send completed form to Onondaga County Dept. of Personnel, 421 Montgomery St 11th Fl, Syracuse NY 13202 OR FAX 315-435-8272 OR call 315-435-3537.

CHANGE OF ADDRESS: It is the responsibility of the candidate to notify the Onondaga County Personnel Department in writing of any change in address. Address change forms are available in the Personnel Department during normal office hours or online at https://onondaga.gov/employment/document-center/

MILITARY MAKE-UP EXAMINATION: Any member of the armed forces of the United States who has filed an application to compete in a scheduled competitive examination but is deprived of the opportunity to compete in the examination due to ACTIVE MILITARY DUTY can be provided with a special military make-up examination upon written request to the Onondaga County Personnel Department. The applicant must submit a copy of military orders, DD-214, or other official military document that substantiates active military service at the time of the examination. Request must be no later than sixty (60) days after release from active duty.

IN ACCORDANCE WITH THE CHILD ABUSE PREVENTION ACT OF 1985, candidates for appointment to Onondaga County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Onondaga County.

PRE-EMPLOYMENT DRUG TESTING / BACKGROUND INVESTIGATION: **May be required** for appointment or promotion.

SENIORITY RATING: Seniority points will be added on promotional exam scores to all passing candidates. Seniority rating is based on the length of continuous classified service in the jurisdiction in which you are employed as follows:

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

Seniority points will be calculated at the time of examination.

The promotional examination will be BAND SCORED. When a promotion examination is band scored, seniority credits are added to the raw score and not to the final score. Using this formula, the applicable seniority credits are added to the number of questions answered correctly (raw score) of passing candidates. This will result in a "total raw score," from which the final band score is determined.

Onondaga County is an Affirmative Action/Equal Opportunity Employer