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.ONONDAGA.GOV

Carl Hummel
Commissioner

Published
10/05/2026

Application Deadline 10/20/2026

SOFTWARE IMPLEMENTATION SPECIALIST

Open Competitive Exam #24660020
Click here to apply or see application instructions below.

Office Hours
M-F
8 A.M. – 4 P.M.

Training and Experience Examination

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 VISA, MC or Discover online. Cash, check or money order (made payable to "Chief Fiscal Officer") will only be accepted if submitting a physical application 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:
City of Syracuse Bureau of Information Technology – Salary varies

The resulting open competitive eligible list will be used to fill vacancies in any jurisdiction where the title exists.

DUTIES:
This position will work in the Department of Information Technology (IT) and report to the Director of IT. The incumbent will also work closely with the Office of Accountability, Performance and Innovation, the Chief Data Officer, Chief Administrative Officer and others. This position will focus on modernization of City technology with a key focus on providing better services and accessibility to the community as well as staff work efficiencies. The incumbent will help to manage existing and planned software upgrades and implementations in multiple departments. Does related work as required.

RESIDENCE REQUIREMENT: OPEN COMPETITIVE examination candidates must have resided in the United States of America or one of its territories for not less than one (1) month immediately preceding the date of exam. **Preference in appointment may be given to local residents.** Appointments to positions in some municipalities are subject to residence requirements pursuant to local laws.

MINIMUM QUALIFICATIONS:
At time of application, candidates must meet the following requirements:

Open Competitive:

A. Graduation from a regionally accredited college or university with a Bachelor's degree and two (2) years of professional level work experience in computer science, public administration or business administration, one (1) of which must have been in managing software implementation and a project management certification, such as Project Management Professional (PMP) or a similar project management certification, **or**,

B. Four (4) years of paraprofessional level work experience in computer science, public administration or business administration, two (2) of which must have been in managing software implementation and a project

management certification, such as Project Management Professional (PMP) or a similar project management certification.

SUBJECT OF EXAMINATION: 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.

Help Desk

Telecommunications

Business/Systems Analysis

Candidates must complete an examination application and submit it electronically to the Onondaga County Department of Personnel by the last filing deadline of October 20th, 2026.

Approved candidates will be sent a notice containing directions to a website address needed to complete a Training and Experience Questionnaire.

The Training and Experience (T&E) Questionnaire will be available on **December 1st through December 31st, 2026** and approved **candidates will be required to complete and submit this questionnaire between December 1st and midnight December 31st.** Candidates will not be able to claim any credit for training or experience to be gained after the application filing deadline of October 20th, 2026.

Candidates who fail to submit their questionnaire by December 31st, 2026 at midnight will not receive a score, and will not be added to the eligible list.

TAKING THE ONLINE T&E EXAMINATION AND PERSONAL NY.GOV ID ACCOUNTS

Approved applicants will need to access the T&E examination on the Department of Civil Service website. Each applicant will need a personal NY.GOV ID to participate in the examination. Applicants may already have a personal NY.GOV ID account if they have used online services for other agencies, such as the Department of Motor Vehicles. They should use the same personal NY.GOV ID for civil service examination purposes.

Applicants should not create a new personal NY.GOV ID. More information about personal NY.GOV ID's is available at: https://www.cs.ny.gov/home/myaccount/. There is a helpful video for applicants at this link. Applicants that require technical assistance with their personal NY.GOV ID can contact New York State Office of Information Technology (ITS) Service Desk directly at 844-891-1786 or at fixit@its.ny.gov

Helpful Tips for Completing the Questionnaire

We recommend that you review the questionnaire in its entirety and collect all the information you will need to complete the questionnaire (e.g., documents related to your education, licenses, certifications, etc.). Then, set aside a block of time that is free of interruptions while you work on the questionnaire. Answer all questions that apply to your education, certification and work experience as completely and accurately as possible. Save the information that you enter on each page by clicking on the "Save" button, which is located at the end of each section. Review and print all saved information before you submit your completed questionnaire.

Shared Questionnaires
Multiple examination(s) may use the same questionnaire. A list of the examination(s) used for each are noted under the questionnaires. If you have applied for multiple examinations that utilize the same questionnaire, your submission will apply to all examinations you have applied to. If you subsequently wish to apply for additional examination(s) that use this questionnaire, you will be required to submit a separate questionnaire. This will not change your previous submission for the previous examinations.

Shared Questions
If you have filled out any questionnaires in the past, you may see saved responses pre-populated where appropriate. This feature is provided as a convenience to candidates. It is your responsibility to make sure all your responses are accurate before you submit each questionnaire, including any pre-populated responses. You can change, delete or modify the information on the questionnaire before you submit it for a new examination; however, this will not change your previous submission. Each examination is scored based on your submission for that examination number.

Completed Questionnaires
Before you submit your questionnaire(s), you will be prompted to review your entries. We recommend you print a copy of your responses to keep for your own records because this will enable you to check the information before you make your final submission. When you submit your questionnaire(s), you will receive a confirmation stating that your questionnaire has been successfully submitted.

Frequently Asked Questions:
For questions and answers about completing the online questionnaire, please visit the frequently asked questions page on our website at https://www.cs.ny.gov/testing/faqs.cfm.

APPLICATION INSTRUCTIONS: Applications must be submitted **electronically** and can be accessed at: https://www.governmentjobs.com/careers/ongov/transferjobs

APPLICATION FEE: Although a separate application is required for each examination number, candidates applying for more than one examination may pay all fees, **only** if submitting physical applications in person, with a single check/money order or credit card form. Applications are payable by VISA, MC or Discover. Cash, check or money order (made payable to "Chief Fiscal Officer") will only be accepted if submitting a physical application 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 submit a physical application and 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/.

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 electronic applications along with application fees or proofs of waiver (if applicable) must be submitted to the Onondaga County Department of Personnel before 11:59 p.m. on the application deadline date as listed on the examination announcement.

All physical applications along with application fees or proofs of waiver (if applicable) must be submitted to the Onondaga County Department of Personnel before 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 with instructions to access the examination. If you have not received notice of the examination access three (3) days prior to the examination, contact the Examination Unit at (315)-435-3537. If an application is disapproved, due notice will be sent. Reasons for disapproval may be discussed with the reviewer.

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.

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.

Onondaga County is an Affirmative Action/Equal Opportunity Employer