The City University of New York

NOTICE
OF
EXAMINATION

Promotional* and Open Competitive Examination no. 1029 for

INFORMATION SYSTEMS SPECIALIST

<table>
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<th>Level</th>
<th>Salary Range</th>
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<tr>
<td>I</td>
<td>$58,344 to $67,891</td>
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<tr>
<td>II</td>
<td>$63,648 to $74,256</td>
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<tr>
<td>III</td>
<td>$70,013 to $80,107</td>
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Filing Period: September 27 through October 15, 1999. You may apply online through the CUNY website at www.cuny.edu or at the Personnel Office of any CUNY College; see address listing on last page. Filing closes at 4:00 PM on Friday, October 15, 1999.

Written Test: anticipated to be administered on Saturday, November 20, 1999. Refer to the section within this Notice entitled The Examination Process for information about the Oral Test, if any, for certain specialization areas.

It is anticipated that the Written Test will also be administered on two other dates: in April, 2000 and in October, 2000. Passing scores from the later two administrations of the Written Test will be interfiled with the passing scores from the November, 1999 Written Test.

Filing Fee: The filing fee is $45 for each specialization area test. Therefore, if you file for only one specialization area test, your filing fee is $45. If you file for 2 specialization area tests, then your filing fee is $90 (2 times $45), for 3 specialization area tests, $135 (3 times $45). You may file for as many as three (3) specialization areas at this time.

You may file again for this title at a later administration, but only for the purpose of being examined in other specialization areas. You may be examined only once in any given specialization area.

Your filing fee is payable only with a postal or bank money order or with a bank certified check, payable to The City University of New York or to CUNY. Personal checks will not be accepted!

Your filing fee is not refundable. Do not file for this examination if you do not meet the minimum qualifications. Your filing fee will not be refunded if you are disqualified.

THE RESPONSIBILITIES OF THE TITLE

The official title specification is available on the CUNY website. The following paragraph is a summary of the principal points:

Under direction, with wide latitude for independent initiative and judgement, may serve as the lead person for a complex technical program or project in one or more computer or communications specialties in other than an academic department; may perform highly complex technical and professional work; may serve as a technical resource person for the planning and implementation of highly specialized hardware, software, and systems projects; may co-ordinate and direct work of subordinate staff engaged in professional software and hardware functions of varied complexity; may participate in and provide
input to technical policy-making decisions; may supervise lower level support staff; performs related work.

Certain positions in this title may occasionally be required to work an evening, a night, or a weekend or holiday schedule in fulfillment of systems deadlines. These positions are covered by the provisions of the Fair Labor Standards Act.

MINIMUM QUALIFICATIONS
FOR THE TITLE: INFORMATION SYSTEMS SPECIALIST

Promotional
This examination is also being administered on a promotional basis. To be eligible to file for this examination, promotional applicants must be current CUNY employees who have permanent status in the title Information Systems Associate or in CUNY’s titles that were predecessors to this title. To be eligible for appointment as a result of this examination, promotional applicants must meet the minimum qualifications set forth below for Open Competitive applicants and must so notify the University Personnel Office.

Open Competitive
By the close of the filing period, you must have:
1. A baccalaureate degree in any field and six (6) years of fulltime equivalent, progressively responsible related work experience, OR
2. Education and/or experience equivalent to 1. above. All applicants must have a high school diploma or the GED.

A baccalaureate major in computing, computer information sciences, information systems management, or similar, may be substituted for one year of the work experience. A master’s degree in computing, computer information sciences, information systems management, or similar, may be substituted for one additional year of the work experience. A maximum of two (2) years of the related work experience may be met by one year of supervisory experience in a related work area. All applicants must present at least four (4) years of related work experience.

College degrees and credits must be from accredited institutions of higher education. Work experience or experience performed in military service that is offered to meet the qualifications must be verifiable and must have been acquired within the past ten (10) years.

If your highest level of education was in a foreign country, you must complete the form Application for Evaluation of Foreign Education. This form is available from the CUNY website, or at the Personnel Office of any CUNY college. You must then have your foreign education evaluated at your own expense, with the results forwarded to the CUNY Examinations Unit. The Foreign Education Fact Sheet is a listing of organizations authorized to prepare an evaluation of foreign education and is also available from the CUNY website, or at the Personnel Office of any CUNY college.

Certain positions in this title may require at the time of appointment a current, valid driver license for travel between designated CUNY work sites. You do not need the driver license to apply for this examination.

SOME BENEFITS THE TITLE OFFERS

Positions in this title typically work in offices where there is a commitment to install and utilize advanced computer information systems. This title is a classified title in the CUNY civil service; it is covered by a 35-hour work week and receives 14 paid holidays yearly. This title offers a choice from several health insurance benefit programs, and provides membership in the NYC Employees Retirement System. This title is represented in collective bargaining by District
Council 37, Local 2627, which provides supplemental benefits such as prescription drug, dental, vision care, etc.

HOW TO APPLY

You may apply online through the CUNY website at www.cuny.edu or at the Personnel Office of any CUNY College; see address listing on last page.

If you apply online through the CUNY website, you must mail or deliver your filing fee either during the filing period or POSTMARKED WITHIN 10 DAYS of your electronic submission, whichever is later, to The City University of New York, Exams Unit, 535 East 80th Street, New York, NY 10021.

If you apply through a Personnel Office of a CUNY college, you must present your filing fee by the closing date, October 15, 1999. Upon presentation of your filing fee, you will be given forms to complete. You must mail or deliver your completed forms either during the filing period or POSTMARKED WITHIN 10 DAYS of fee payment, whichever is later, to the Personnel Office of the same CUNY college where you paid the filing fee.

Your application will be processed only if CUNY receives your filing fee and all required forms as specified immediately above. Please note that CUNY cannot accept responsibility for lost, stolen, or mis-directed mail, nor for failed electronic transmissions, downed communications systems, or power outages. Late submissions of applications or fees will result in disqualification.

The eight specialization areas are listed immediately following. Each specialization for which your are examined requires the payment of a $45 filing fee. You may file for as many as three (3) specialization areas at this time. You may file again for this title at a later administration, but only for the purpose of being examined in other specialization areas. You may be examined only once in any given specialization area.

Please note that your examination in each specialization area will receive a separate grade. Each specialization area will have its own civil service eligible list. Colleges will use the specialization area lists to fill positions that they classify as having predominant responsibilities in that specialization area.

Web Design and Programming --- EXAM 1029A
Operations --- EXAM 1029B
Applications and Systems Programming --- EXAM 1029C
Data/Database Administration --- EXAM 1029D
Systems/Business Analysis --- EXAM 1029E
Communications --- EXAM 1029F
User Services/In-house Consulting/Training --- EXAM 1029G
Hardware Repairs and Technical Support --- EXAM 1029H

THE EXAMINATION PROCESS

Education and Experience Test --- We will review your Education and Experience Test to determine whether you meet the minimum qualifications. If you do not meet the minimum qualifications, you will be disqualified from this examination and from all the specialization areas that you have filed for. In cases of disqualification, we will so notify you by mail. If your highest level of education was in a foreign country, we will resume processing your examination papers only when we have received the evaluation of your foreign education.

Written Test --- It is anticipated that the Written Test will be administered on Saturday, November 20, 1999. If you do not receive your admission letter by November 15, please call the
Examinations Unit at The City University of New York at (212) 794-5599. Please do not call before November 15.

At the Written Test you will be examined in the specialization area(s) for which CUNY has received your filing fee. The passing score is 70 for each specialization area.

You will take a separate Written Test in each specialization area(s) for which CUNY has received your filing fee. You will be permitted to take as many as three (3) Written Tests in three (3) different specialization areas on the same day. You will be permitted 2 ½ hours for each Written Test. At the University’s discretion, certain specialization areas may have an Oral Test instead of a Written Test depending upon the needs of service and the numbers of applicants. The Oral Test, if any, will be administered after the Written Test. You will be notified accordingly if you marked such a specialization area.

Please note that being admitted to the Written Test does not signify that you have met the minimum qualifications. The University reserves the right to evaluate your qualifications after the Written Test. If you do not meet the minimum qualifications, you will be disqualified and your Written Test will not be scored.

The Written Test will consist of essay questions wherein you are asked to discuss various situations that you have encountered in your career. You will be required to select three (3) essay questions from the five (5) that will be presented. The University reserves the right to select and to present various questions for each administration of this examination from its item bank. The University may select different questions for each test administration. All questions selected by the University and presented in the examination for this title are deemed to be equivalent in difficulty and importance, and may be used interchangeably in the other test administrations for this title.

**Veteran credits** --- You will receive veteran credits in accordance with New York state law if you pass the Written Test in this examination and if you have full time active duty military service (not the military reserves and not the national or state guards) in the armed forces of the United States with honorable discharge or separation between the dates listed below:

- June 27, 1950, to January 31, 1955 (Korean Conflict)
- December 22, 1961, to May 7, 1975 (Vietnam Conflict)
- June 1, 1983, to December 1, 1987 (Hostilities in Lebanon)*
- October 23, 1983, to November 21, 1983 (Hostilities in Grenada)*
- December 20, 1989, to January 31, 1990 (Hostilities in Panama)*
- August 2, 1990, to end of hostilities --- not yet determined (Persian Gulf Conflict)

* requires Expeditionary Medal

**APPOINTMENT INFORMATION**

**Civil Service Eligible Lists** --- Each specialization area will yield its own separately administered civil service eligible list. Your name will be placed on the civil service eligible list in the specialization area(s) where you have achieved a passing score; your name therefore might appear on more than one civil service eligible list with a different score on each list.

Names remain on the civil service eligible lists for at least one year. A civil service eligible list may be extended at the discretion of the University for up to four years. You will be referred to college vacancies that occur in the specialization area(s) only if your name is on the applicable civil service eligible list.

**Tied Scores** --- Applicants who receive the same score will have the same rank on the civil service eligible list. All persons having the same score for a specialization area will be called to interviews if one such person is called.
Applicant Availability --- Applicants must be available for appointment at any CUNY college. Declination of a job offer shall result in your name being withheld from further consideration for that civil service eligible list.

Temporary Vacancies --- Occasionally a college may have a temporary vacancy for a brief, specified period of time. In order to fill the temporary vacancy, the college may canvass names on the Information Systems Specialist civil service eligible list for the applicable specialization area. If so canvassed, your declination of such a temporary vacancy offer will not affect your status on the applicable Information Systems Specialist list; your acceptance of such a temporary vacancy offer will result in your name being withheld from referrals for four (4) months or for the duration of your employment in the temporary vacancy whichever is sooner.

Job Offer Acceptance --- If you accept a job offer from an Information Systems Specialist civil service eligible list, your name will be removed from only the list for that specialization area.

Position Appointment --- Once you have accepted a job offer from an Information Systems Specialist civil service eligible list and have begun employment, your name will not be certified to colleges from an Information Systems Specialist list in other specialization areas until three (3) months have elapsed.

If you begin employment in one Information Systems Specialist specialization area and are subsequently offered a different position from a civil service eligible list in a different specialization area, you must choose whether to remain in the current position and decline the new offer, or to resign from the current position to accept the new offer. A leave of absence during the probationary period in order to accept a different position is not available. You may not hold more than one (1) fulltime position of employment within CUNY without the express permission of both college appointing authorities.

Hiring Salary --- All appointments made from the civil service eligible lists resulting from this examination shall be at the minimum of Level I. For this examination, the following additional provisions apply:

 Immediately after appointment, salary adjustments within the range of Level I may be made by the college for those persons deemed to possess qualifications exceeding the minimum requirements.

 Upon arrival at the appointing college, work assignments may be made at the discretion of the college to Level II or Level III. Such work assignments to a higher level may be made to those persons who present, in the college’s determination, particularly relevant experience in a sufficient number of specialization areas to perform satisfactorily at Level II or III. The college may elect to assess such factors as: experience in a public agency or collegiate environment; operating knowledge of hardware important to college functions; knowledge or facility in software use or capability that is of specific value to the college; knowledge, skill, or ability in areas of great importance to the college; or similar.

Proof of Identity and Work Authorization --- In accordance with the Immigration Reform and Control Act of 1986, if appointed to CUNY you must be able to provide proof of identity and proof of the right to obtain employment in the United States.

English Requirement --- You must be able to read, understand, and be understood in English. Qualifying English written and oral exams may be given to you if, in the opinion of the college appointing officer, you do not meet this requirement.

Fingerprinting --- If appointed from any of the civil service eligible lists, you will be required to be fingerprinted by University-designated staff at a University-designated location. You will be informed where to report and the amount of the fee (currently $50, imposed by the State of New York).
Probationary Period --- Each position is subject to a one-year probationary period following appointment from the civil service eligible list.

SPECIAL ARRANGEMENTS

If your highest level of education was in a country other than the United States, you must complete the Application for Evaluation of Foreign Education, which is available through the CUNY website or from the Personnel Office of any CUNY college, and then have your education evaluated at your own expense to determine its equivalence to education obtained in the United States. Those organizations that are certified to make the evaluation are listed on the Foreign Education Fact Sheet, which is available through the CUNY website or from the Personnel Office of any CUNY college. The certified evaluation of your foreign education must be included with your filing fee, or mailed to the University Personnel Office, CUNY, Examinations Unit, 535 E. 80 Street, New York, NY 10021, postmarked within one month of the close of the filing period.

Accommodations for this examination are available for certified disabled applicants. Applicants or their representative must obtain a Request for Accommodation form through the CUNY website or from the Personnel Office of any CUNY College. A physician, psychologist, or agency authorized for the purpose of confirming the specific nature of the applicant’s disability must complete the indicated section of the form. The form must be mailed directly to the University Personnel Office, CUNY, Examinations Unit, 535 E. 80 Street, New York, NY 10021, postmarked within one month of the close of the filing period.

Information regarding the applicant’s disability will be kept confidential.

For applicants unable to participate in the Written Test as scheduled because of their religious beliefs, a documented death in the immediate family, a hospitalization, military service, or a mandated court attendance, an alternate written test date will be scheduled. Applicants requesting an alternate written test date must provide documentation. Sabbath observers must submit a signed statement on letterhead from the applicant’s religious leader certifying to the applicant’s religious observance. All requests must be mailed directly to the University Personnel Office, CUNY, Examinations Unit, 535 E. 80 Street, New York, NY 10021, postmarked within two weeks of the original notice to report to the Written Test.

OTHER

This examination is conducted pursuant to the Civil Service Rules and Regulations of The City University of New York.
CUNY CLASSIFIED CIVIL SERVICE

POSITION DESCRIPTION:          TITLE: Information Systems Specialist

CODE: 04789

THE INFORMATION SYSTEMS GROUP

DATE: June 8, 1998

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Under direction, with wide latitude for independent initiative and judgement, may serve as the lead person for a complex technical program or project in one or more computer or communications specialities in other than an Academic Department; may perform highly complex technical and professional work; may serve as a technical resource person for the planning and implementation of highly specialized hardware, software, and systems projects; may coordinate and direct work of subordinate staff engaged in professional software and hardware functions of varied complexity; may participate in and provide input to technical policy-making decisions; may supervise lower level support staff. All persons perform related work.

EXAMPLES OF TYPICAL TASKS

GENERAL

Keeps abreast of the latest developments in the field of computer and communications technology and recommends applications for the University/College.

Prepares and/or reviews computer or communications feasibility studies and specifications, and new proposals and their evaluations.

Plans and organizes studies on the effectiveness of policies, programs, and procedures.

Studies active and potential problems and develops appropriate solutions.
Prepares proposals and substantive reports of a highly complex nature.

Maintains responsibility for the planning, analysis, implementation and maintenance of systems, local area networks and communication systems, and software and hardware; including contingency and capacity planning and quality assurance.

Prepares and delivers complex operations reports concerning overall plans, activities, performance levels and budgetary compliance of one or more units.

Implements uniform performance standards, procedures, and efficient methods of work within a unit.

Sets performance priority within pre-established management goals.

Interacts with vendors as necessary to ensure proper support of software and equipment.

Coordinates the development of University-wide computerized systems.

Participates in and/or may direct administrative task forces.

Coordinates major intra- or inter-college projects.

Develops and ensures security procedures for computer software and data.

Reviews bid specifications and solicits and evaluates bids.

Coordinates the implementation of selected large contracts, monitors contract compliance and provides recommendations on contract renewal.

Directs the conduct of cost-benefit and other analyses as required to quantify recommendations to management.

Prepares budget requests.

Conducts or oversees major undertakings of extraordinary complexity requiring, an extensive background knowledge.

Acts as liaison with public and private universities, colleges, governmental units, computer networks, and computer manufacturers.

Develops programs for cooperative planning, allocation or consolidation of resources.

Serves as a senior-level consultant to management for a major information systems function or several lesser functions of the University or the College.
Makes formal presentations and submits written reports.

Reviews the quality of work of lower-ranking staff, trains and evaluates subordinate support personnel, instructs in technical aspects, and recommends evaluation factors to management.

Whenever necessary, may perform duties described under lower titles.

**WORLD WIDE WEB DESIGN AND PROGRAMMING**

Responsible for consulting with technical and design staff to plan Web site development.

Designs and implements complex WEB sites.

Evaluates collected University/College information (for example, text-heavy documents and related graphics) for HTML formatting.

Responsible for designing the appearance of the University/College homepage using Internet standards and protocol, for example: HTML, HTTP, CGI programming.

Oversees the technical architecture of Web sites, including database design, scripting, user interface forms, and content storage.

Assures the transfer of files and memory allocation for Web site on University/College server.

Recommends any necessary programming changes to the University/College homepage based upon an analysis of homepage traffic.

Keeps abreast of Internet trends and all applicable technologies, including scripting, security issues, authoring tools, graphic design tools, and new languages; evaluates and implements new technologies.

**OPERATIONS**

Oversees the operation of complex computer equipment.

Conducts site/facilities analysis, including backup sites.

Oversees installation, testing and maintenance of hardware, software, and systems.

Oversees the development and implementation of plans and schedules for backup and restore procedures.
Ensures the resolution of production, operational and scheduling problems.

Researches and tests hardware and software to maintain or enhance operations University-wide; recommends the purchase of such materials.

Oversees the development and maintenance of documentation required for operating units.

**APPLICATIONS AND SYSTEMS PROGRAMMING**

Serves as a senior project leader in very large, complex programming projects.

Coordinates University-wide programming activities in areas where there are many users, or where the data are extremely complex, or where coordination of data sources involve a variety of Central Administration offices, or where the data sources entail extensive coordinated effort between the Central Office and the Colleges or with outside agencies, e.g., the State and the City Audit and Control.

Establishes programming and documentation standards, and assures compliance.

Establishes software security systems.

Coordinates the migration procedures from existing system to new system.

Oversees the maintenance of program documentation criteria and program documentation libraries.

Conducts the review, analysis and installation of operating systems and software packages.

**DATA BASE ADMINISTRATION/DATA ADMINISTRATION**

Performs the data base administration for a large and complex body of data.

Oversees the installation and maintenance of data base system software packages.

Oversees University-wide application development and data base design.

Maintains the data dictionary for a complex data base or a group of data bases.

Ensures data base security procedures.

May direct the development and maintenance of a business recovery procedure.
Designs, coordinates and assures the initial loading of a large and complex database.

Oversees and approves the design of any large and complex database to be used by the organization.

Defines the methods for GUI access.

Selects the strategies for updating and refreshing a large and complex database; initiates and reviews tests of database integrity.

Consults with users to ensure accurate definitions for the entries in a large and complex data dictionary; advises users regarding appropriate uses and interpretation of data.

**SYSTEMS ANALYSIS AND BUSINESS ANALYSIS**

Develops, reviews and recommends methods, procedures and systems for a complex University/College operation.

Analyzes the practicality and need for complex computer applications University-wide.

Reviews and evaluates efficient and economical approaches for updating systems.

Reviews and evaluates areas where innovative information systems could prove useful.

Oversees internal EDP Administrative systems audits.

Writes complex systems proposals and functional specifications.

Analyzes complex system problems and recommends solutions.

Evaluates complex packaged systems.

Recommends modifications and enhancements to EDP administrative systems and procedures.

Conducts feasibility studies and prepares business design documents for complex systems being considered for new computer applications.

**COMMUNICATIONS**

Interprets and insures compliance with regulatory statutes and administrative regulations related to communications.
Plans, designs, implements and maintains multimedia video, audio, video conferencing and/or data communications systems.

Assures the installation of highly complex communication operations.

Analyzes and proposes remedies for complex problems involving systems operations and communications hardware and software.

Assures the installation, troubleshooting, repairs, and ongoing maintenance of communications/network hardware, software and circuits.

Coordinates various aspects of network security for a complex network environment.

Serves as project leader for University-wide communications projects and services of major scope.

Represents the University/College on major communications projects as a senior level consultant.

**USER SERVICES/IN-HOUSE CONSULTING/TRAINING**

Designs and develops short-term training courses for University/College personnel, and writes detailed study manuals; may train and supervise other trainers.

Oversees communication with remote users.

Oversees all Help Desk/Hot Line functions.

Writes technology policy documents for University-wide dissemination.

Oversees security/access systems.

Oversees University data collection.

Reviews and evaluates computer equipment and software for current and anticipated needs.

Acts as computer liaison between the College and other units of the University.

Recommends new administrative procedures and policies in response to users’ needs or requests.

Serves as a University-wide technical resource person concerning the performance of the computer operations in a highly complex environment.
Serves as liaison among the University/College, system users, and software vendors.

REPAIRS AND TECHNICAL SUPPORT

Responsible for all service functions in maintaining, troubleshooting, repairing or replacing computer and/or communications system components.

Oversees the repair and/or replacement of solid state devices, including equivalent substitution of semiconductor components; DC power switching supplies; video monitors and associated circuitry; server motors and feedback loops; electromechanical devices; printed circuit boards, including IC circuits of all types; floppy disk drives; serial/parallel printers and central processing units, etc.

Responsible for the maintenance and upgrade of all hardware, software, and peripheral devices as needed.

QUALIFICATION REQUIREMENTS

1. A Baccalaureate Degree from an accredited college and six years of full time equivalent, progressively responsible experience in computing in the required field/s.

2. Education and/or experience equivalent to "1" above. However, all candidates must have a high school diploma or its equivalent.

NOTE: A baccalaureate major in computing may be substituted for one year of work experience. In addition, a master's degree in computing may be substituted for additional year of work experience. All candidates must present at least four years of experience. No more than two years of the required work experience may be met by one year of supervisory experience in a related work area.

A motor vehicle driver's license valid in the State of New York may be required for certain positions.

DIRECT LINES OF PROMOTION

FROM: Information Systems Associate (04788)  
To: None
ASSIGNMENT LEVELS: This class of position has three (3) assignment levels. Assignment to a level is based on a demonstrated competence in the general skills area and a number of other skill areas as indicated below:

At the FIRST assignment level, the incumbent will be required to have duties assigned from general and one (1) other area;

At the SECOND assignment level, general and two (2) to four (4) other areas;

At the THIRD assignment level, general and five (5) to seven (7) other areas;