



New Orleans Civil Service

AN EQUAL OPPORTUNITY EMPLOYER

OFFICIAL CLASS TITLE

INFORMATION TECHNOLOGY SPECIALIST II
(NOPD)
(CLASS CODE 0163)

ENTRANCE SALARY: \$46,306 PER YEAR

FINAL DATE FOR FILING APPLICATIONS: Applications will be accepted until this announcement is withdrawn.

KIND OF WORK:

Highly responsible work of a specialized nature providing technical support in computer hardware, software and police systems including, but not limited to the programming, installation, networking, maintenance and repairs of mobile computers, mobile video systems and body worn cameras. Work also includes coordinating problem solving with vendors or other information services centers; providing the necessary training for department employees on the basic uses of computer hardware and software; and offering technical assistance for problem solving as it relates to department computers and electronic equipment. Work includes performing diagnostics, troubleshooting and using best methods to resolve user hardware and software issues, as well as, testing and deploying new applications, system patches and updates; and other related work as required.

MINIMUM QUALIFICATION REQUIREMENTS:

EITHER: A Bachelor's Degree in computer science, Computer Information Systems (CIS), engineering, telecommunications or a closely related field from an accredited college or university **AND** one(1) year of progressively responsible experience installing, maintaining and troubleshooting computer hardware and software.

Official college transcript or original college diploma indicating major must be presented within two (2) weeks of application.

OR: Five (5) years of progressively responsible experience installing, maintaining and troubleshooting computer hardware and software.

(SEE REVERSE SIDE FOR ADDITIONAL INFORMATION)

KIND OF EXAMINATION:

A rating of training and experience, weighted 100%. Credit will only be given for related experience gained within the last ten (10) years.

This is an original entrance examination.

DOMICILE requirements are currently waived for the purpose of application. However, all new employees hired into this classification on or after January 1, 2013 must be domiciled in Orleans Parish within 180 days of hire.

THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO AMY TREPAGNIER AT (504) 658-3516 OR TTY/VOICE AT (504) 586-4475 or (504) 658-4020.

GENERAL INFORMATION AND REQUIREMENTS

Applications will not be accepted if received after the closing date or after the stated maximum number of applications has been received, as specified on this announcement. All minimum qualification requirements for examinations must be met by the final filing date unless otherwise specified on this announcement. Applications must be submitted on the official application form AND MUST BE RECEIVED IN THE DEPARTMENT OF CITY CIVIL SERVICE, CITY HALL, 1300 PERDIDO STREET, NEW ORLEANS, LOUISIANA, BEFORE THE CLOSE OF BUSINESS ON THE FINAL FILING DATE.

DELAY IN THE MAIL: The Department of City Civil Service cannot be responsible for failure of the applicant to receive an admission slip to an examination or for failure of the Department to receive material mailed by the applicant. Applicants should notify the Department of City Civil Service in writing of any address changes.

Candidates for original entrance examinations are required to be domiciled in and, if U.S. citizens, registered voters of Orleans Parish unless otherwise specified on this announcement. Aliens residing in the U.S. are required to provide notarized proof of domicile (and an Alien Registration Card). Permanent employees of the City of New Orleans are exempt from this requirement unless otherwise specified on this announcement.

The minimum age limit is 18 years for any class of work requiring hard physical labor, operation of or proximity to hazardous machinery, exposure to hazardous chemicals, or participation in any other processes or procedures which are prohibited or limited by the Louisiana State Child Labor Law.

The working test (probation) period for most positions in the classified service is six months unless otherwise specified. Any working test period may be extended to a maximum of one year at the request of the appointing authority. Positions in the Inspector General's Office, Fire Department and Police Department as well as all positions in the classes of Institutional Counselor II & III (original entrance), Librarian I-IV, Management Development Analyst I & II, and Management Development Specialist I & II (original entrance), require a one year working test period.

The City of New Orleans has a comprehensive program of substance abuse testing. Candidates for employment for certain positions where the health, welfare and/or safety of the public, co-workers and the individual employee is at risk will have to undergo pre-employment substance abuse screening. Candidates for all other original entrance positions will have to undergo an unannounced substance abuse screening during their working test period. For further information, see Civil Service Rule V, Section 9.

A MEDICAL EXAMINATION is required for all original entrance probationary appointments to ACTIVE classifications, and may be required for re-employment, promotions and/or transfers.

A MEDICAL SCREENING, which may result in a medical examination, is required for all original entrance probationary appointments to **non-active** classifications.

GOOD MORAL CHARACTER is required of all applicants. Any applicant may be disqualified if his/her character or past employment record is found to be unsatisfactory as determined by the Department of City Civil Service. Forgery, misrepresentation of facts, or cheating on examinations is punishable by disqualification, fine and other penalties.

IMPORTANT: Applicants who are licensed to drive should have a current license **on their person** for purposes of identification during **all** phases of an examination. In lieu of such license, the Department of City Civil Service may require that applicants have some form of picture identification.

VETERANS PREFERENCE: On original entrance examinations, veterans (as defined in Article X, Section 10(2) of the Constitution of the State of Louisiana), disabled veterans, certain spouses and parents of veterans shall receive additional credit if claimed as provided on the Veterans Preference claim form which can be obtained in this office. To obtain credit, this form must be submitted with the required proof (at the minimum, a DD214) before the final filing date.

ACCREDITED COLLEGES AND UNIVERSITIES: An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education).

PROFESSIONAL ADMINISTRATIVE EXPERIENCE: The Civil Service Department defines this experience as experience gained after receiving a Bachelor's Degree.

Revised January 1991, April 2003, July 2005, February 2007 and August 2010.