



*The Suffolk County
Department of IT
IS HIRING!*

Interested in a Career in Information Technology with Suffolk County?

Positions Available:

Office Systems Analyst I - Responsible for providing Tech support to end-users.

Programmer Analyst - Perform technical work in the development of computer programs and/or design, implementation, enhancement and maintenance of software systems.

Systems Analyst - Analyze methods and procedures in connection with the development of software applications and configuration of commercial software to meet the needs of the organization.

Senior Systems Analyst - Performs advanced technical work in systems analysis as well as supervision of Systems Analysts.

Business Intelligence Systems Developer - Provide support for the County Executive's Performance Management Program by planning, designing and providing innovative representations of data in a graphical and user-friendly manner, working closely with Business Intelligence Systems Developers and operating departments

Senior Business Intelligence Systems Developer - Performs highly complex technical work in the design, development, implementation, enhancement and maintenance of countywide business intelligence and data warehouse solutions and systems in support for the County Executive's Performance Management Program.

OFFICE SYSTEMS ANALYST I

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is involved in assisting in evaluating the effectiveness of various types of computer networks and systems, determining information technology needs, and selecting and implementing systems appropriate to those needs in a County department or in the Suffolk County Community College. Work is performed under general supervision and is subject to frequent review. Does related work as required.

TYPICAL WORK ACTIVITIES

- Assists in the evaluation of departmental information technology needs, including analysis of paper flow, records requirements, use of existing equipment and software requirements;
- Assists in evaluating current and/or available systems, peripheral equipment and software for applicability to department operations;
- Makes recommendations for equipment purchases;
- Makes recommendations for configuration of computer systems and networks, and assists with installation, start-up and maintenance of systems including computers, networks and peripheral equipment;
- Assists in the solution of problems relating to hardware and software;
- Provides assistance in utilizing new equipment and software;
- May attend training sessions on new equipment to ascertain its functions and adaptability to existing systems;
- Maintains records of purchases, repairs and maintenance.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the capabilities and limitations of information technology including computers, networks and peripheral equipment; good knowledge of information technology including practical and optimum usage; working knowledge of the current literature sources of information and recent developments in the field of information technology systems; ability to install and maintain computer and network hardware and software; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to express oneself clearly and concisely, both orally and in writing; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

Either:

- A) Graduation from a college with federally-authorized accreditation or registration by NY State with a Bachelor's Degree which includes, or is supplemented by, twelve (12) credits in information technology or a computer related field; or,
- B) Graduation from a standard senior high school or possession of a high school equivalency diploma, and four (4) years of experience in the installation, analysis, design and/or selection of information technology networks and systems; or,
- C) An equivalent combination of education and experience as defined by the limits of A) and B).

NOTE: Coursework in information technology from a non-degree-granting computer training institution may be accepted based upon credit hour equivalence.

SPECIAL NOTE: Because of the rapid evolution of technology in this field, qualifying experience must have been gained within the last six (6) years.

PROMOTIONAL

One (1) year of permanent competitive status as an Office Systems Technician.

Qualified candidates ONLY please send cover letter and resume to the IT Department:

Larry.Krieb@suffolkcountyny.gov, or James.Kiley@suffolkcountyny.gov

Suffolk County Government is an Equal Opportunity Employer

Suffolk County Residency Required

PROGRAMMER ANALYST

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs technical work in the development of computer programs and/or the design, implementation, enhancement and maintenance of software systems. The incumbent works with some independence and initiative. Work is reviewed by a technical supervisor through discussions and observation. Does related work as required.

TYPICAL WORK ACTIVITIES

- Assists in preparation, review and analysis of detailed computer systems specifications;
- Prepares charts, tables and diagrams to assist in analyzing problems;
- Codes program instructions; assists in writing procedure manuals;
- Documents computer systems and programs;
- Assists in surveys and feasibility studies;
- Meets with users to explain procedures;
- Modifies existing programs to accommodate changing needs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of electronic data processing systems, principles and methods of application; thorough knowledge of data processing hardware and software including capabilities and application; ability to write and validate moderately complex computer programs; ability to analyze and solve problems within the limitations and capacity of available equipment, operating time and form of desired results; ability to follow detailed written and oral instructions; ability to establish effective working relationships with others; ability to compile and prepare comprehensive reports and diagrams; ability to express oneself clearly and concisely, both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

EITHER:

- (a) Graduation with a Bachelor's Degree in Computer Science, Information Technology, Computer Information Systems or Management Information Systems from a college with federally-authorized accreditation or registration by NY State, and one (1) year of experience in systems analysis and computer programming; or,
- (b) Graduation with an Associate's Degree in Computer Science, Information Technology, Computer Information Systems or Management Information Systems from a college with federally-authorized accreditation or registration by NY State, and three (3) years of experience in systems analysis and computer programming; or,
- (c) Graduation from a standard senior high school or possession of a high school equivalency diploma, and five (5) years of experience in systems analysis and computer programming; or,
- (d) An equivalent combination of education and experience as defined by the limits of a), b), and c).

NOTE: Coursework in computer programming or computer technology from a non-degree granting computer training institution may be accepted based upon credit hour equivalence.

PROMOTIONAL

Two (2) years of permanent competitive status as a Computer Programmer or Website Manager.

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SYSTEMS ANALYST

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs technical work in analyzing work methods and procedures in connection with the development of software applications and the configuration of commercial off-the-shelf software to meet the needs of an organization. The work encompasses analysis, design and implementation of automated information systems and is performed with great independence. Responsibilities involve data gathering and analysis of methods and procedures; design recommendations in the form of user proposals, operational instructions and software specifications; and implementation and support including systems testing and user training. Work is reviewed by a technical or administrative supervisor through discussions and observations of work in progress and upon completion. Does related work as required.

TYPICAL WORK ACTIVITIES

Performs analysis of operational processes, organizational and system requirements and system design for the development and configuration of software applications that support user functional requirements;

Researches, studies and evaluates substantive programs and operational methods and procedures for the purpose of determining the feasibility of adapting them to computer software;

Researches, evaluates and configures commercial off-the-shelf software to support programs, operational methods and procedures utilized in County departments;

Prepares charts, tables and diagrams to assist in analyzing problems through analysis of capacity and limitations of equipment, operating time and form of desired results;

Develops and supports critical project level documentation throughout the project lifecycle from requirements stage through design, development, testing, implementation and closeout;

Defines, designs and authors organizational, functional and technical requirements and specifications;

Develops test data and scenarios, tests systems functions, and documents the results; develops training materials related to systems implementation for users; writes procedure manuals; and documents operational process deficiencies requiring resolution during or after implementation;

Confers with department officials and information technology staff to define procedures and discuss solutions to problems.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of information technology principles and methods of application; good knowledge of systems analysis as it applies to technology, with specific emphasis on the use of computers; knowledge of computer hardware and software including its capabilities and application; ability to systematically analyze and solve problems within the limitations and capacity of available equipment, operating time and form of desired results; ability to follow detailed and complex written or oral instruction; ability to compile and prepare comprehensive reports and diagrams; ability to express oneself clearly and concisely, both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

Either:

- a) Graduation from a college with federally-authorized accreditation or registration by NY State with a Bachelor's Degree in Computer Science, Information Technology, Computer Information Systems, Management Information Systems or a related field and two (2) years of experience in analysis and design of computer based information systems; or,
- b) Graduation from a college with federally-authorized accreditation or registration by NY State with an Associate's Degree in Computer Science, Information Technology, Computer Information Systems, Management Information Systems or a related field and four (4) years of experience in analysis and design of computer based information systems; or,
- c) An equivalent combination of education and experience as defined by the limits of a) and b).

SPECIAL NOTE: Because of the rapid evolution of technology in this field, all of the qualifying technical experience must have been gained within the last ten (10) years.

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SENIOR SYSTEMS ANALYST

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs advanced technical work in systems analysis in connection with the development of software applications and the configuration of commercial off-the-shelf software to meet the needs of an organization. The incumbent provides instruction, assigns and checks the work of Systems Analysts and performs systems analysis on the more intricate and difficult problems. Work is performed with considerable independent judgment, but must be coordinated with the technical procedures of the programming staff. Work is reviewed by a technical or administrative supervisor through discussions and observations of work in progress and upon completion. Does related work as required.

TYPICAL WORK ACTIVITIES

Performs analysis of advanced, complex operational processes, organizational and system requirements and system design for the development and configuration of software that supports user functional requirements;

Leads the preparation of highly detailed and technical software, flow charts and diagrams indicating processes to be accomplished;

Coordinates efforts with programming, database, server, security and network staff to implement software solutions;

Confers with department officials and information technology staff to define procedures and discuss solutions to problems;

Assists in developing user documentation and departmental policies and procedures that impact the use of information technology;

Provides technical training, guidance and resource support for end users and Departmental staff;

Develops and implements standards for system requirements, system design, testing and documenting software;

Researches, studies and evaluates software products to improve ability to more effectively capture requirements, design systems, prototype applications, manage and execute testing cases, track software-related bugs and conduct end user training;

Supports complex and advanced configuration requirements for commercial off-the-shelf software for County departments;

Develops and supports critical project level documentation throughout the project lifecycle from requirements stage through design, development, testing, implementation and closeout.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of electronic data processing systems, principles and methods of application; thorough knowledge of systems analysis as it applies to electronic data processing, with specific emphasis on the use of computers; thorough knowledge of the electronic data processing hardware and software, including its capabilities and application; good knowledge of organizational structure and its relation to work flow; ability to systematically analyze and solve problems within the limitations and capacity of available equipment, operating time and form of desired results; ability to establish and maintain a good working relationship with department heads and staff personnel; ability to provide technical review of work performed by Systems Analysts; ability to express oneself clearly and concisely, both orally and in writing; ability to prepare comprehensive written and oral reports; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

Either:

a) Graduation from a college with federally-authorized accreditation or registration by NY State with a Bachelor's Degree in Computer Science, Information Technology, Computer Information Systems, Management Information Systems or a related field and four (4) years of experience in analysis and design of computer based information systems; or,

b) Graduation from a college with federally-authorized accreditation or registration by NY State with an Associate's Degree in Computer Science, Information Technology, Computer Information Systems, Management Information Systems or a related field and six (6) years of experience in analysis and design of computer based information systems; or,

c) An equivalent combination of education and experience as defined by the limits of a) and b).

SPECIAL NOTE: Because of the rapid evolution of technology in this field, all of the qualifying technical experience must have been gained within the last ten (10) years.

PROMOTIONAL

Two (2) years of permanent competitive status as a Systems Analyst.

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BUSINESS INTELLIGENCE APPLICATIONS ANALYST

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class will be part of a centralized unit providing support for the County Executive's Performance Management Program by planning, designing and providing innovative representations of data in a graphical and user-friendly manner, working closely with Business Intelligence Systems Developers and operating departments. The employee will define technical requirements for reports, data extracts, etc., and perform complex data queries using Business Intelligence tools to support enhanced decision-making capabilities. The employee will work collaboratively with BI developers and with all levels of operating departments. Work is performed under the general supervision of a technical supervisor and is reviewed through discussions, observation and review of completed work. Does related work as required.

TYPICAL WORK ACTIVITIES

Serves as a resource person for the use of Business Intelligence (BI) applications including dashboards and portals and for solving user problems;

Gathers information, defines technical requirements, designs, produces and revises planned or ad hoc reports, data extracts and visual presentations from BI systems and databases;

Designs and develops solutions to maximize the utilization of features and functionality of Business Intelligence software;

Works with developers and provides input into the ongoing design, development, and deployment of business intelligence and analytical solutions to improve departmental operations;

May identify data formats and best methods for conversion;

Reviews technical design documentation and performs quality assurance testing of BI solutions to ensure the accurate development of reporting solutions;

Assists in analyzing and documenting data management processes to achieve process efficiency;

Trains and assists personnel in the use of Business Intelligence solutions;

Maintains procedural manuals for the BI solutions in use;

May work with third party BI vendors (e.g. Cognos, Qlik, Tableau, SharePoint, etc.)

May manage timely flow of business intelligence information to users.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of business intelligence and data warehousing principals; good knowledge of data processing and Business Intelligence hardware and software including capabilities and application; good knowledge of data modeling, data mining and data analysis; ability to understand fact and dimension tables using both the star and snowflake techniques; ability to understand and gather complex reporting requirements and develop creative graphical data representations; ability to analyze and solve problems; ability to follow detailed written and oral instructions; ability to establish effective working relationships with others; ability to compile and prepare comprehensive reports and diagrams; ability to express oneself clearly and concisely, both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN-COMPETITIVE

(A) Graduation with a Bachelor's Degree in computer science, information systems or a related field from a college with federally-authorized accreditation or registration by NY State, plus one (1) year of reports design and development experience utilizing Business Intelligence and/or data warehouse technology; or,

(B) Graduation with an Associate's Degree in computer science, information systems or a related field from a college with federally-authorized accreditation or registration by NY State, plus three (3) years of reports design and development experience utilizing Business Intelligence and/or data warehouse technology; or,

(C) An equivalent combination of education and experience as defined by the limits of A and B.

NOTE: Experience must be with products specifically recognized as Business Intelligence tools. Business Intelligence technologies include, Microsoft PerformancePoint, PowerBI, SQL Server Analysis Services (SSAS), IBM Cognos, SAS Analytics, QlikView, SAP BusinessObjects, Tibco, MicroStrategy, Information Builders WebFOCUS, Sisense Business Intelligence and Analytics software and Oracle Enterprise Business Intelligence. Data warehouse technologies include Microsoft, Oracle, SAP, IBM, Teradata and EMC. Experience in data warehouse technology must include designing and implementing fact and dimension tables using the star and snowflake techniques, as well as the implementation of extraction, transformation and load (ETL) routines to cleanse data and promote data quality for inclusion into a data warehouse. Experience in using the standard, non-data warehousing functionality of a traditional relational database management software (RDBMS) such as Microsoft SQL Server or Oracle does not qualify as experience with data warehouse technologies.

SPECIAL NOTE: Because of the rapid evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.

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SENIOR BUSINESS INTELLIGENCE SYSTEMS DEVELOPER

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class will be part of a centralized unit and will evaluate and recommend business intelligence and data warehouse technology solutions and performs highly complex technical work in the design, development, implementation, enhancement and maintenance of countywide business intelligence and data warehouse solutions and systems in support for the County Executive's Performance Management Program. A position at the senior level is distinguished from a Business Intelligence Systems Developer in that the employee will handle more complex programming, evaluate and analyze proposals for new systems and software and act with greater independence in the development of systems and technical strategies and in the interpretation of data to enable the identification of new or improved operational opportunities and enhanced decision-making capabilities. Work is performed under the general supervision of a technical supervisor and is reviewed through discussions, observation and review of completed work. Does related work as required.

TYPICAL WORK ACTIVITIES

- Evaluates operational needs and makes recommendations for enhanced or additional applications of business intelligence technologies and solutions;
- Refines the overall business intelligence environment to assure optimal system performance and maximize results in attaining programmatic and operational goals;
- May provide technical guidance to lower level developers;
- Develops highly complex business intelligence and data warehouse technology solutions including relational and multidimensional data structures in support of the County Executive's Performance Management Program;
- Uses application servers, logic analyzers and development environment software;
- Works with operating departments to understand operational systems and data and to identify enhanced opportunities;
- Uses various database scripting and software programming languages to support the development of Extraction, Transformation and Load (ETL) Routines;
- Prepares charts, tables and diagrams and develops Key Performance Indicators (KPIs) and performance scorecards;
- Performs historical data mining to provide insights to support improved decision making in various operations within the County.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of business intelligence and data warehousing principals and methods including online analytical processing (OLAP) and multidimensional analysis; thorough knowledge of data modeling, data mining and data analysis; ability to understand fact and dimension tables using both the star and snowflake techniques; thorough knowledge of data processing and business intelligence hardware and software including capabilities and application; ability to configure and/or develop moderately complex business intelligence computer programs and databases; ability to analyze and solve problems; ability to follow detailed written and oral instructions; ability to establish effective working relationships with others; ability to compile and prepare comprehensive reports and diagrams; ability to express oneself clearly and concisely, both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

OPEN-COMPETITIVE

Graduation with a Bachelor's Degree in computer science, information systems, engineering, business or public administration or a related field from a college with federally-authorized accreditation or registration by NY State, plus three (3) years of experience utilizing Business Intelligence and/or data warehouse technology to manipulate data and to design and create databases and associated reports.

NOTE: Experience must be with products specifically recognized as Business Intelligence tools. Business Intelligence technologies include, Microsoft PerformancePoint, PowerBI, SQL Server Analysis Services (SSAS), IBM Cognos, SAS Analytics, QlikView, SAP BusinessObjects, Tibco, MicroStrategy, Information Builders WebFOCUS, Sisense Business Intelligence and Analytics software and Oracle Enterprise Business Intelligence. Data warehouse technologies include Microsoft, Oracle, SAP, IBM, Teradata and EMC. Experience in data warehouse technology must include designing and implementing fact and dimension tables using the star and snowflake techniques, as well as the implementation of extraction, transformation and load (ETL) routines to cleanse data and promote data quality for inclusion into a data warehouse. Experience in using the standard, non-data warehousing functionality of a traditional relational database management software (RDBMS) such as Microsoft SQL Server or Oracle does not qualify as experience with data warehouse technologies.

SPECIAL NOTE: Because of the rapid evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.

PROMOTIONAL

Two (2) years of permanent competitive status as a Business Intelligence Systems Developer.

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