

You must apply online for these job titles. Paper applications will not be accepted.

TEST ANNOUNCEMENT  
NUMBER 2012-073  
ISSUED JULY 25, 2012  
REVISED MARCH 11, 2016

**Commonwealth of Pennsylvania  
State Civil Service Commission**

Examinations

for

**INFORMATION TECHNOLOGY GENERALISTS AND ADMINISTRATORS**

<u>Exam No.</u>	<u>Job Titles</u>	<u>Job Codes</u>	<u>Pay Schedule and Range</u>
1.	Information Technology Generalist 1	01541	ST07
2.	Information Technology Generalist 2	01542	ST08
3.	Information Technology Generalist Administrator 1	01544	MA09
4.	Information Technology Generalist Administrator 2	01545	MA10
5.	Information Technology Generalist Administrator 2 (PUC)	G0154	UT10
6.	Information Technology Generalist 1 (Local Government)	L0462	*
7.	Information Technology Generalist 2 (Local Government)	L0463	*
8.	Information Technology Generalist Administrator 1 (Local Government)	L0464	*

**When completing your application, please make sure you apply for all job titles for which you want to be tested. You will NOT be permitted to add job titles after you test.**

\*Local government salaries vary. Contact the Human Resources Office of the local government agency where you are interested in working for specific information.

APPLICATIONS WILL BE ACCEPTED UNTIL FURTHER NOTICE.

**VETERANS:** Pennsylvania law (51 Pa. C.S. §7103) provides employment preference for qualified veterans for appointment to many state and local government jobs. To learn more about employment preferences for veterans, visit the Commission's website, Job Seekers page, for [Veterans](#); visit one of our offices; or contact us at [ra-cs-vetpreference@pa.gov](mailto:ra-cs-vetpreference@pa.gov).

**NATURE OF WORK**

You will perform a combination of information technology duties in at least two of the following areas: applications development; networking; web site support; or IT support and administration services. You may create and maintain databases, design computer applications, perform network installations, and provide information technology support and training. You may also implement security solutions, oversee the procurement of

information technology products, provide project management support, and perform asset management functions.

Information Technology Generalists 2 work with greater independence and are responsible for a broader, more complex range of information technology duties. Information Technology Generalist Administrators perform supervisory and advanced technical information technology work providing a variety of information technology support functions for an organization.

## **JOB REQUIREMENTS**

You will be tested **before** your qualifications are reviewed. Your test results will count only if you meet all job requirements.

You are subject to Pennsylvania residency requirements and must be able to perform the essential functions of the job. Visit the Commission's website, Job Seekers page, for [PA residency requirement](#).

### **Minimum Requirements**

**Information Technology Generalist 1** - One year as an Information Technology Trainee or Information Technology Technician; **OR** 1 year of information technology experience in applications development or applications maintenance, networking or desktop services, web site development or web site design, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 3 years of information technology experience in applications development or applications maintenance, networking or desktop services, web site development or web site design, or other information technology support/administration services; **OR** an equivalent combination of experience and training.

**Information Technology Generalist 2** - One year as an Information Technology Generalist 1, Applications Developer 1, or Network Specialist 1; **OR** 2 years of information technology experience that includes 1 year of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 4 years of information technology experience that includes 1 year of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, or other information technology support/administration services; **OR** a bachelor's degree in any information technology field; **OR** an equivalent combination of experience and training.

**Information Technology Generalist Administrator 1** - One year as an Information Technology Generalist 2, Applications Developer 2, Database Analyst, Information Security Specialist 1, or Network Specialist 2; **OR** 3 years of information technology experience that includes 2 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 5 years of information technology experience that includes 2 years of technical information technology experience in applications development or applications maintenance, network operation or network

maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services; **OR** 1 year of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and a bachelor's degree in any information technology field; **OR** an equivalent combination of experience and training.

**Information Technology Generalist Administrator 2** - One year as an Information Technology Generalist Administrator 1, Senior Applications Developer, Database Administrator 1, Data Administrator 1, Information Security Specialist 2, or Network Administrator 1; **OR** 4 years of information technology experience that includes 3 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 6 years of information technology experience that includes 3 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services; **OR** 2 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and a bachelor's degree in any information technology field; **OR** an equivalent combination of experience and training.

**Information Technology Generalist 1 (Local Government)** - One year as an Information Technology Trainee (LG), Information Technology Trainee, Information Technology Technician (LG) or Information Technology Technician; **OR** 1 year of information technology experience in applications development or applications maintenance, networking or desktop services, web site development or web site design, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 3 years of information technology experience in applications development or applications maintenance, networking or desktop services, web site development or web site design, or other information technology support/administration services; **OR** an equivalent combination of experience and training.

**Information Technology Generalist 2 (Local Government)** - One year as an Information Technology Generalist 1 (LG), Information Technology Generalist 1, Applications Developer 1, Network Specialist 1 (LG) or Network Specialist; **OR** 2 years of information technology experience that includes 1 year of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 4 years of information technology experience that includes 1 year of technical information technology experience in applications development or applications

maintenance, network operation or network maintenance, web site development or web site design, or other information technology support/administration services; **OR** a bachelor's degree in any information technology field; **OR** an equivalent combination of experience and training.

**Information Technology Generalist Administrator 1 (Local Government)** - One year as an Information Technology Generalist 2 (LG), Information Technology Generalist 2, Applications Developer 2, Database Analyst (LG), Database Analyst, Information Security Specialist 1, Network Specialist 2 (LG) or Network Specialist 2; **OR** 3 years of information technology experience that includes 2 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and an associate's degree in any information technology field; **OR** 5 years of information technology experience that includes 2 years of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services; **OR** 1 year of technical information technology experience in applications development or applications maintenance, network operation or network maintenance, web site development or web site design, database maintenance or database development, data analysis and data model development, administration of information technology security programs, or other information technology support/administration services, and a bachelor's degree in any information technology field; **OR** an equivalent combination of experience and training.

**Clarification of Requirements**

Please make sure you meet all requirements. If you are not sure you qualify, contact one of the Commission's offices listed at the end of this announcement for guidance.

**JOB OPPORTUNITIES**

**EQUAL OPPORTUNITY EMPLOYER**

Over 75% of State positions are located in Dauphin County. The remaining State positions and all Local Government positions are located throughout the Commonwealth.

Lists created by these tests will be used to fill future vacancies as they occur due to retirements, promotions, transfers, resignations and so forth.

Employment preference for Local Government jobs may be given to residents of the county in which the jobs are located.

Promotion preference for Local Government jobs may be given to employees who work in the counties where job openings occur.

Employment preference will be granted to individuals aged 60 and over for jobs with the Department of Aging and Area Agency on Aging Offices.

For the most recent information on job opportunities, contact the Human Resources office of the agency/department where you are interested in working listed in the telephone directory under "Government/County" or "Government/State."

### TESTING

The test will be administered on a computer. Information about computerized testing is available online at <http://www.scsc.pa.gov/>.

You will have a maximum of 3 hours to complete the test which will cover the following subject areas:

<u>Subject Area</u>	<u>Number of Questions</u>			
	<u>01541 L0462</u>	<u>01542 L0463</u>	<u>01544 L0464</u>	<u>01545 G0154</u>
Information Technology Concepts	60	60	60	60
Computers, Peripherals, Servers – Parts & Functionality	20	20	20	20
Functions and Capabilities of Hardware and Software	-	10	10	10
Troubleshooting Techniques	-	10	10	10
Analyzing Business Processes	-	-	10	10
Project Management	-	-	-	10
Supervision	-	-	-	10
Total	<u>80</u>	<u>100</u>	<u>110</u>	<u>130</u>

The test will be administered in the Harrisburg, Philadelphia and Pittsburgh State Civil Service Commission offices, Monday through Friday.

The test will also be held approximately 10 days a month at additional test centers located in Erie, Johnstown, Lock Haven, and Scranton.

If you take the test and want to take it again, you may be retested after 6 months from the date of your test. You must submit a new application to be retested.

If your name is on an eligible list for these job titles and you take this test, your most recent examination result will be the only one counted.

You are encouraged to complete the IT Skills Inventory along with your application. This document allows hiring agencies to fill some jobs with employees who possess a specific knowledge or skill needed by that agency. Failure to complete this document may result in your name **not** being included in future certifications for selective criteria. You are also encouraged to keep this information updated regularly through the online services link as your skills change. If you have previously completed the IT Skills Inventory, you should complete the latest version. **Complete or update your IT Skills Inventory at <http://www.scsc.pa.gov/>. Log on to "Online Services" and click "IT Skills Inventory."**

### TEST RESULTS

Employment and promotion lists will be established. You will be notified in writing of your test results.

The lists for Local Government titles will replace any previous lists.

For Local Government titles, this test and scoring procedure are different from previous tests for these job titles. If you have taken the test before, you may receive a different score on this test.

### **HOW TO APPLY**

Complete online application by clicking [here](#) or visiting <http://www.scsc.pa.gov/>, Job Seekers page.

Further information can be obtained from:

1. State Civil Service Commission:

Harrisburg: 2nd Level, Strawberry Sq. Complex, 320 Market St., P.O. Box 569 Hbg., 17108-0569; Telephone (717) 783-3058

Philadelphia: 110 North 8th St., Suite 503, Phila., 19107; Telephone (215) 560-2253

Pittsburgh: 411 Seventh Ave., Room 410, Pgh., 15219; Telephone (412) 565-7666

Telecommunications Relay Service (TRS): 711 (hearing and speech disabilities or other individuals)

Internet: <http://www.scsc.pa.gov/>

2. PA CareerLink offices
3. The Human Resources offices listed under the "JOB OPPORTUNITIES" section of this announcement

For further information on testing, assistance for persons with disabilities, veterans' preference and other items, refer to the instructions provided with the "Application for Employment/Promotion."