

Network Systems Administrator II Information Guide

What to Expect on the Test

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**Jefferson County Commission
Human Resources Department
Employee Selection Division**



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I. INTRODUCTION

The purpose of this information guide is to help explain what to expect on the upcoming “test” for the Jefferson County Network Systems Administrator II position. It will also give you information on how to prepare for the test. This booklet contains information about the testing process, including:

- Introduction
- Interview Description and an Example Question
- Content Measured by the Test
- Preparing for the Test
- Additional Information for Taking the Test
- Contact Information

You were determined to be minimally qualified for this job by the Personnel Board of Jefferson County, and your name was placed on a list and shared with us here in the Human Resources Department of Jefferson County Commission. This step in the process was considered the primary selection process.

Now you will be participating in the secondary selection process which is a recorded structured interview and a work sample. You must take the test in order to be considered for this position. Please remember that the material in this booklet is designed to help prepare you for the test. You will not need the material in this booklet at the time you actually take the test. **Therefore, you will not be allowed to carry this booklet into the testing session.**

II. TEST DESCRIPTION

The upcoming test for Network Systems Administrator II consists of a structured interview and work sample. There will be approximately five scenarios and associated focusing questions on the interview. The scenarios will be about issues, situations, responsibilities, activities, incidents, etc., which a new Network Systems Administrator II may have to address. You will have time beforehand to prepare your response to some or all parts of the interview. After the preparation period is over, you will be taken to a testing room to begin your interview session. The scenarios and focusing questions will be narrated. You will respond orally to each scenario and all focusing questions. Your response will be recorded. You will have a specified number of minutes to respond to each question. If you complete your response before the allotted time has elapsed you must wait until the time expires and a new scenario is presented.

On the day of the test, you will be provided with a test preparation guide that contains some or all of the actual scenarios and focusing questions you will respond to during the interview. You will have a specified number of minutes to read through the scenario and focusing questions and prepare your responses. The preparation period includes any time you spend reading the interview instructions.

While you are reviewing the scenarios and associated focusing questions, you may make notes for your use during the interview. **Raters will only be evaluating you on what you say during the actual interview session.** They will not evaluate what you have written down in your notes. Only your verbal responses will be scored.

When it is time for your interview to start, you will be escorted to a testing room. You will be the only candidate in the testing room. When the interview starts, you will see information on screen and hear the same information read by a narrator.

The narrator will present each scenario, or question, verbally. After each scenario, the narrator will present a set of focusing questions. The focusing questions will also be presented in writing either on a sheet of paper or on a video monitor. To complete the test, you must verbally respond to each scenario

and its associated focusing questions. You may use your notes when providing your response; however, your notes will not be evaluated. Only your verbal response will be assessed.

After each scenario and its associated focusing questions have been presented, you will hear the instruction, “your response period begins now.” The time remaining to answer the question will be shown on a video monitor or on a timer. You will then have a specified number of minutes to respond to each scenario and associated focusing questions. At the end of each pre-specified time period, you will hear the command “STOP! Your time is up.” Evaluators will ignore any information you provide after the command to stop has been issued. You will not be able to use time from a subsequent scenario to complete a response to an earlier scenario.

Your responses will be recorded. It is important that any audio or video equipment remain in place; therefore, do not touch any of the equipment at any time. You could be disqualified from the testing process for tampering with any of the equipment. If there is a problem with the equipment, please raise your hand and keep it raised until a test monitor enters your room. You are responsible for making sure you speak loudly and clearly enough to be understood by the evaluators reviewing your recording. A normal conversational tone as used in a meeting setting is sufficient.

Remember, there will be approximately five scenarios and associated focusing questions on the structured interview. Each scenario and focusing question will be read aloud prior to your response time beginning. In your response, be sure to answer all of the focusing questions presented. Keep in mind the following things when responding:

- More detail is better than less detail. That is, more details which show one's knowledge, skills and abilities relevant to the question may improve a candidate's evaluation
- The evaluators will not “read in” to what you say
- Your responses will be evaluated against a defined set of performance standards
- You should answer all focusing questions related to each scenario
- Be sure to talk about what you would do and why

Sample Question

The following question is presented as an example of the form or type of scenarios with which you will be presented. Please note that the content, or subject matter, of the actual interview scenarios will vary and may or may not be similar to that of the questions presented below. The scenarios to which you will respond during the interview will be related to the job for which you are applying.

Example

The department that you work in recently purchased some new equipment. Today, you are able to use the new equipment for the first time. You have been told that the new equipment is similar to what you have had previously. While you are using the new equipment, it stops working and shows an error message that you have never seen before.

Focusing Question(s)

What are the next steps that you would take to determine the meaning of the error message and continue with your work?

Work Sample/Simulation

Work samples and simulations require candidates to demonstrate their ability to perform tasks and behaviors that would be expected on the job. The activities presented to candidates are representative of job tasks, equipment, and materials that are actually part of the job. These tests are quite versatile;

they may require candidates to produce a job-related product (e.g., written sample, verbal presentation, product assembly, typing exercise, in-basket exercise, etc.) or to demonstrate their interpersonal skills (e.g., telephone interaction, group facilitation, etc.).

To complete the work sample component for the Network Systems Administrator II examination, you will remain in the individual room following the structured interview. This room will contain writing utensils and all the materials you will need to reference during the work sample exercise. For the work sample, you will be using an application pre-installed on a laptop computer to identify and diagnose various network issues. The work sample for the Network Systems Administrator II examination will consist of approximately seven questions and you will have approximately 45 minutes to complete all the exercises. You will be asked to write out your responses to the work sample and turn the responses in once you have finished.

If you finish before the 45 minutes are complete, you will be able to leave early. However, once you leave, you will not be able to return to the test to add to your answers even if there is time remaining in the 45-minute timer.

III. CONTENT MEASURED BY THE TEST

An analysis of the Network Systems Administrator II job was conducted prior to developing the test. Employees who work in this position, and their supervisors, participated in this process. When the job analysis study was completed, the results showed that a new employee in the Network Systems Administrator II position may perform several of the duties listed below, including:

- Reviews contracts and vendor products for networking and data storage services by comparing various vendors, products, and services in order to determine which vendor or product best meets the departments or organizations' needs.
- Manages Information Technology projects by planning, implementing, monitoring, and communicating project status to management.
- Trains users on how to utilize systems upgrades or modifications and on the operation of new systems/applications or equipment.
- Administers Applications, Operating Systems and Network equipment by monitoring performance and facilitating the implementation of new systems/it infrastructure by ensuring correct operation after integration with existing information technology.
- Develops specialized networks to enhance system or network functionality, address operational needs, and/or ensuring proper integration when selecting or developing the necessary application(s).
- Works to resolve network/systems problems by receiving information about the issue from help desk software or users, investigating the source of the problem, diagnosing the causes and implementing the appropriate solutions.
- Supervises staff by assigning and distributing work, directing staff in their job duties, monitoring progress of work, providing feedback and/or training.

The study of the job also showed that a number of knowledge, skills, and abilities were very important and needed from the moment a person becomes a (that is, before receiving any training for the Network Systems Administrator II job.). These knowledge, skills, and abilities include:

- Ability to operate software programs such as Word, Excel, Outlook, Publisher, Access, or other comparable software
- Ability to perform basic mathematical operations (e.g., add, subtract, multiply, and divide).

- Knowledge of application, construction, development and maintenance.
- Knowledge of client server and network based applications protocols.
- Knowledge of computer fundamentals and software, including database, spreadsheet, and word processing software.
- Knowledge of computer languages in a distributed or client server environment.
- Knowledge of computer routing devices.
- Knowledge of computer systems including design, construction, and operation.
- Knowledge of domain name management.
- Knowledge of English language grammar, punctuation, syntax, word usage, and sentence structure.
- Knowledge of information/web/application security protocols and procedures.
- Knowledge of infrastructure and system hardware (web/database servers, PCs, host/client systems etc.) to ensure performance/availability of web initiatives.
- Knowledge of network security protocols (e.g., PPTP, L2TP, SSL, etc.)
- Knowledge of networking capabilities and methods (e.g., TCP/IP, VMware, VPN).
- Knowledge of physical equipment that contribute to a computer system, such as circuit boards, keyboard and mouse, monitor, printer, power supply and storage devices.
- Knowledge of the installation, support and maintenance of servers or other computer systems and planning for and responding to service outages and other problems.
- Skill in considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Skill in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Skill in identifying and using reference materials and sources of needed information.
- Skill in identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in incorporating routers and switches into existing network systems.
- Skill in installing equipment, machines, wiring, or programs to meet specifications.
- Skill in investigating a problem in order to identify the root cause(s) and determine an appropriate solution.
- Skill in understanding the implications of new information for both current and future problem-solving and decision-making.
- The ability to apply general rules to specific problems to produce answers that make sense.
- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- The ability to make prompt and responsive efforts to meet the needs of the customer.
- The ability to understand and carry out oral and/or written directions.
- The ability to work in an environment that requires strict adherence to instructions, standards, and/or procedures.
- Willingness and ability to make a meaningful contribution to one's work as evidenced by work behavior that is dependable, responsible, and reliable.
- Ability to adjust to changing work demands, procedures, technology, and/or priorities.
- Ability to assess the importance of, and consequences associated with, tasks in order to set priorities in light of competing demands.
- Ability to manage and allocate one's time in order to handle multiple tasks and/or meet pressing deadlines.

- Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- Ability to learn unfamiliar material/information quickly and accurately.
- Ability to maintain mental stamina and focus over long period of work and/or during times of high stress.
- Ability to mentally store and retrieve work-related information for use at a later time.
- Ability to understand the implications of new information for both current and future problem-solving and decision-making.
- Ability to guide and direct the accomplishment of work through subordinate staff.
- Skill in using basic mathematics (e.g., addition, subtraction, multiplication, division) to solve problems.
- Ability to attend to information presented verbally and actively ask questions to fill identified areas of missing or unclear information.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to orally communicate information and ideas so others will understand.
- Skill in verbally delivering information in a clear and concise manner to an audience.
- Ability to stoop, crouch or crawl.
- Ability to plan activities to achieve short or long term goals designed to achieve overall mission.
- Ability to plan work activities in order to meet deadlines and/or goals.
- Ability to analyze a problem from different perspectives and generate potential solutions that are practical and effective.
- Ability to analyze information and draw valid conclusions.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Ability to combine information in order to form logical conclusions or to identify relationships between different pieces of information.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skill in selecting the most appropriate course of action in situations where information is unclear or unavailable and making high quality and effective decisions.
- Ability to follow safety procedures and practices in a variety of novel and everyday work tasks/situations.
- Ability to maintain confidentiality of information (e.g., applicant, client, customer, patient).
- Ability to conduct research using various sources of information (e.g., databases, internet, books) in order to identify and compile needed information.
- Ability to demonstrate honest behavior in all work tasks and responsibilities.
- Ability to establish and apply effective controls to hold self and others accountable for responsibilities.
- Ability to manage your time in order to accomplish objectives within given timeframes.
- Ability to perform work in a manner that is careful, attentive and vigilant.
- Ability to persist at a task or problem despite interruptions, obstacles, or setbacks.
- Ability to see a need for and take constructive action at work without being prompted or urged.
- Ability to stay abreast of developments in the field/industry.
- Ability to work productively and effectively under conditions of high stress, such as tight deadlines, heavy workloads, or emergency situations.

- Ability to work without close supervision or significant amounts of direction/guidance.
- Ability to balance interests of clients and the department/organization and respond to pressing and changing client demands.
- Ability to create an environment that welcomes, values, and includes perspectives from different backgrounds and/or cultures.
- Ability to manage and resolve conflicts with coworkers and/or customers.
- Ability to work collaboratively with a group or team in an effort to achieve a common goal.
- Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
- Ability to question and elicit information from individuals.
- Ability to determine the kind of tools and equipment needed to do a job.
- Skill in using Microsoft Outlook or other similar email software.
- Ability to read and understand information and ideas presented in writing.

The test will give you an opportunity to demonstrate many of the knowledge areas, skills, and abilities you have just read.

As discussed, the upcoming test for Network Systems Administrator II is a structured interview and work sample involving reading and listening to questions, taking notes to prepare, and providing verbal responses. If you require special testing accommodation to participate in this test, you should notify Jefferson County Human Resources immediately using the contact information at the end of this guide.

In the remainder of this "What to Expect" Booklet, you will read about ways to prepare to take the test, what to bring to the test, and whom to contact if you have a question.

IV. PREPARING FOR THE TEST

A. General information on "What to do before the test":

Here are some suggestions for what to do before the test. This includes getting to the testing place on time and with the proper things that you will need to take the test.

- 1) Be well rested. Get a good night's sleep for several nights in a row before the test.
- 2) Allow plenty of time to get to the test. If you are rushed and late, you will be upset when you get there. Plan to arrive at least 15-20 minutes before earlier than the scheduled time for check-in. Due to the nature of the test and the number of candidates that must be processed, NO exceptions will be made to accommodate individuals arriving more than 15 minutes after their scheduled check-in time.
- 3) Come in to the test dressed comfortably. You will be there for up to two hours.
- 4) Do NOT bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, etc.) with you to the test. If you bring a cell phone or any other electronic communication device, you will be asked to return it to your car. Jefferson County will not confiscate them or "hold" them for you during the test. You must comply with this rule in order to be admitted and you will still be subject to the check-in deadline. Using any communication device after you have checked into the test site will be considered a violation of test security and you will be disqualified. ALL electronic communication devices are prohibited from the testing facility (e.g., cell phones, tablets, smart watches, cameras, etc.).
 - a) If any device is seen, heard, or used during the testing process it will be considered a violation of test security and you will be disqualified and dismissed from the testing process.
 - b) You are allowed to bring reading materials, such as magazines or books not related to the position or test.

- 5) Do not bring any of your study or reference materials to the test. This includes any notes, manuals, source documents, reference materials, or study materials that you have used or created to prepare for the test.
- 6) Do not bring this booklet to the test location. You will not be permitted to bring it in. All the materials you need for the test will be given to you at the test.
- 7) You should read this booklet to get comfortable with the test process.
- 8) You should read this booklet to understand which job duties, knowledge, and abilities are important for the Network Systems Administrator II job.
- 9) You should bring the confirmation email that you have received from Jefferson County to the testing location. The confirmation email lists the name of the test (i.e., Network Systems Administrator II), the place you should go to in order to take the test, and the time, day, and date of the test.
- 10) You must bring valid PHOTO IDENTIFICATION (i.e., Valid Driver's License, Valid Nondriver ID, Valid Photo Voter ID Card, Valid State Issued ID [Alabama or any other state], Valid Federal issued ID, Valid US passport, Valid Employee ID from Federal Government, State, County, Municipality, Board or other entity of the state, Valid student or employee ID issued by a state or private institution of higher learning [including postgraduate technical or professional schools], Valid Military ID, or Valid Tribal ID). You will not be allowed to enter the test location nor take the test without your photo identification.

B. General information on "What to do during the test":

- 1) Some people are nervous when they take tests. Up to a point, there is nothing wrong with that. Whenever you are going to do something important, it is good to feel a bit nervous. It is nature's way of getting you warmed up and ready, like an actress or actor about to go out on stage for a performance.
- 2) However, it is not good to be so nervous that all you can think about is how nervous you are. You need to keep your mind on the test questions, and not on your feelings. To improve your ability to do that, you will find useful ideas in this booklet on how to prepare for the test and what to expect. **The more prepared you are, the more comfortable and less nervous you will feel during the test.**
- 3) Several things that you can do that will make you feel more comfortable taking the test including: following the guidelines presented in this booklet on what to expect on the test and how to prepare for the test; becoming familiar with what the testing process will be like (including reading the sample question); and, understanding the test instructions.
- 4) You must not leave the room in which you are taking the test unless you are told that you may do so. Once the test begins, you must remain in your room. There will be Test Monitors nearby at all times. They will be available to assist you if you have any problems.
- 5) You will be given the opportunity to use the restroom, stand, and stretch throughout the time you are at the testing location. You should use these opportunities as necessary. Once the test begins, you will not be able to stop the process to use the rest room.
- 6) You are not to open any test material or instructions or begin working on the test until you are instructed to do so.
- 7) During the preparation and testing period, you are not to use any materials other than what has been provided during the testing session.
- 8) Candidates making any disturbances or caught cheating will be disqualified from the test.
- 9) Test Monitors will not interpret test questions for you. However, they can assist you with any problems, such as mechanical difficulties or equipment breakdowns.
- 10) There will be an audio recorder in the room in which you take the test. The audio recorder will be used to record your spoken responses to the test.

- 11) You should speak in a normal speaking voice when you are required to give spoken responses to questions. It is not necessary to shout, but do not talk in a whisper either. Simply speak in a normal voice.
- 12) On the day of the test, you will be provided with a test preparation guide to help you prepare to respond to the structured interview questions.

V. ADDITIONAL INFORMATION FOR TAKING THIS TEST

The following information will help you prepare to take the test.

A. What To Bring To the Test

Please remember to bring to the test the confirmation email that you received from Jefferson County.

You must bring a PHOTO IDENTIFICATION to the test location. This might be a valid driver's license, a military identification card, a passport, etc. You only need to have one form of photo identification. You will **not be allowed** to enter the test location or take the test without your photo identification.

You should plan on bringing your own beverages and food to snack on during the day. You will be onsite for up to two hours. Once on the test site, you will **NOT** be permitted to leave to get food or drinks. You should also bring something to read such as a book or magazine. The reading material should be for pleasure only. You **may not** bring outside test-related materials into the test. All written materials needed for taking the test will be provided. You do not need to bring writing utensils with you to the test—they will be provided to you.

B. What Not To Bring To the Test

Do **NOT** bring this Booklet to the test location. You will not be permitted to bring it in the testing room.

Do **NOT** bring any of your study materials to the test. This includes notes, manuals, and other study materials.

Do **NOT** bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, cameras, etc.) with you to the test.

C. Effective Note Taking

The test asks about issues, situations, responsibilities, activities, incidents, etc. which a newly hired Network Systems Administrator II may have to address. On the day of the test, you will be given a chance to look over the questions that you will be asked on the test before you start the interview. You will have a chance to think about your answers for the test, and you should take notes to help guide your responses. Good notes contain the essential or important details. The notes do not need to be written in complete sentences. You are the only one who needs to be able to read and understand your notes. Your notes will not be graded. Your notes will be collected at the end of the test.

Why Take Notes?

There are several good reasons to take notes during the preparation phase of the test process.

- In order to take notes, you are forced to carefully consider the information being given.
- Taking notes can help you remember. Notes you take in your own words are easier to understand and remember.
- Writing down notes may actually make the information clearer to you.
- The notes will help you respond to the interview scenarios and focusing questions.
- Having notes can help you feel less anxious or nervous while taking the test.

VI. TEST CONTACT INFORMATION

General Questions about the Test

If you have questions about the test administration, you may contact the Employee Selection Division at (205) 214-5518 or careers@jccal.org. Jefferson County employees are not allowed to divulge, and do not have access to, specific information about the content of the test.

Reasonable Accommodation

If you would like to request special testing accommodation or have any questions concerning the test site or testing conditions, please contact Sarah Freed at 205-583-8321 or freeds@jccal.org.