Valerie M. Nugent
Director of Human Resources

* A NON-REFUNDABLE APPLICATION FEE OF $15 MUST ACCOMPANY YOUR APPLICATION

OPEN COMPETITIVE EXAMINATION
FOR
NO. 19-044 Micro-Computer Technician

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF JEFFERSON COUNTY OR CONTIGUOUS COUNTIES (Lewis, St. Lawrence, Oswego) FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST. Preference in appointment may be given to candidates who have been legal residents of the appointing jurisdiction for at least one month prior to the date of certification of eligibles and must be a resident of such jurisdiction at time of appointment.

VACANCIES: At present, one vacancy exists with **Carthage Central School**
This list may be used to fill future vacancies as they occur in other jurisdictions.

SALARY: $20.00 - $21.00/hr.

LAST FILING DATE: **September 29, 2017**

EXAMINATION DATE: **October 23, 2017**

Disabled Persons and Persons needing Religious Accommodation: If special arrangements for testing are required, indicate this on your application form.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the date of the test. Either:

(A)   Graduation from a regionally accredited or New York State registered college or university with an associate's degree in computer science, data processing, or closely-related field and one year of experience in work involving installing computers and adapting computer software for users; or

(B)   Completion of one year of study at a regionally accredited or New York State registered college or university including at least 15 semester credit hours in data processing or computer science courses and two years of experience in work involving installing computers and adapting computer software for users; or

(C)   An equivalent combination of training and experience as defined by the limits of (A) and (B) above.
CANDIDATES MUST SUBMIT A COPY OF THEIR COLLEGE TRANSCRIPT AT TIME OF APPLICATION.

NOTE: Data entry, word processing, and other daily operation of computer or computer to produce standard copy will not be counted as qualifying experience for this position.

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving the installation and application of computer hardware and software in a large organization with multiple equipment locations or with various user departments. The work differs from that of a Programmer or Computer Operator in that the primary duties consist of providing technical support to computer operations. The work is performed under the general supervision of the department head or higher level data processing staff. The incumbent does related work as required.

SUBJECT OF EXAMINATION: The examination will consist of **two parts**: a rated evaluation of training and experience and a qualifying pc-administered test. You must pass the evaluation of training and experience in order to take the qualifying pc-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores. Candidates who receive a **passing** score on the online exam must also qualify on the performance test. The performance test will be given by this department on **Saturday, November 18, 2017.**

SCOPE OF EXAMINATION (Part I):

Rated Evaluation of Training and Experience: (Ranking Test)
You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. **You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information**. The information you provide about your experience will be rated against the following areas:

Help Desk	**Network Administration**	**User Support**	**Business/Systems Analysis**
Microcomputer Repair	**Computer Programming**	**Data Communications**	**Web Site Development**

SCOPE OF EXAMINATION (Part II):

Qualifying Performance Test: (Pass/Fail) **The performance test will cover knowledge, skills, and/or abilities in such areas as:**

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions
These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems
This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

<u>Qualifying Simulation Test of User Support and Training</u>
The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a users problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

Performance WAIVER POLICY
If a candidate has previously passed an IT performance test prepared by the New York State Department of Civil Service and using the same test plan as announced, the qualifying test may be waived subject to verification. The candidate must have passed a performance test administered by the Jefferson County Department of Human Resources, New York State Department of Civil Service, or local civil service agency located in New York State **within three years** of the date of the written exam. A candidate requesting such a waiver must submit verifiable evidence of passing the qualifying test, including the name of the Civil Service agency that administered the test and the test date.

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

JEFFERSON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

NOTE: Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited. You may not bring books, reference materials, devices, or calculators which provide assistance beyond simple numerical computation.

CANDIDATES WILL BE NOTIFIED OF THE PLACE OF THE PERFORMANCE EXAMINATION.

*A Non-Refundable fee of $15 is required for each separately-numbered examination for which you apply. The required fee must accompany your application. Send check or money order payable to the **Jefferson County Treasurer** and write the examination title(s) and number(s) on your check or money order. **DO NOT SEND CASH**. File only for those examinations for which you are clearly qualified. An exception to the fee requirement will be made only for persons who provide proof that they are unemployed and are primarily responsible for the support of the household; or who are receiving Medicaid, Supplemental Security Income (SSI) payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Individuals wishing to claim this waiver of fee must complete an **Application Fee Waiver Request and Certification Form**. This form is available at the Jefferson County Department of Human Resources office. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

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