

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.jeffersoncountyny.gov

Valerie M. Nugent
Director of Human Resources

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

OPEN COMPETITIVE EXAMINATION
FOR
NO. 24643-020 COMPUTER SUPPORT SPECIALIST

VACANCIES: At present, three vacancies exist with Carthage Central School and one vacancy exists with Alexandria Central School.

This list may be used to fill vacancies as they occur within the Jefferson County Civil Service Division. (County Departments, Towns, Schools, Villages, Special Districts and Jefferson Community College)

SALARY: \$25.12 – \$32.72 (Carthage Central School)
 \$18.15 - \$32.00/hr. (Alexandria Central School)

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.

LAST FILING DATE: **September 11, 2026**

EXAMINATION DATE: **October 1 – midnight October 31, 2026**

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 a New York State registered college or university with an associate's degree in computer science, computer technology, information management technology, or science, or related field; OR

CANDIDATES MUST SUBMIT A COPY OF THEIR COLLEGE TRANSCRIPT AT TIME OF APPLICATION.

- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in user support in the operation of a personal computer and peripheral equipment; OR

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

NOTE: CANDIDATES WHO WILL OBTAIN THE MINIMUM EDUCATION REQUIREMENTS WITHIN 12 MONTHS OF THE DATE OF THE WRITTEN EXAMINATION SHALL BE PERMITTED TO SIT FOR THE EXAMINATION.

NOTE: Finger printing may be required for this position. Any fee will be paid by the applicant.

EXAMPLES OF WORK: (illustrative only)

Operates a help desk and receives phone calls from computer end users problems with computer hardware, software, networks or peripheral equipment and/or referring same to appropriate staff for additional support;
Provides phone system and voice mail support and troubleshoots both systems as required;
Creates and maintains a computerized log of help desk calls received and actions taken;
Places service calls to appropriate vendors for repair of computer hardware, software, network or peripheral equipment;
Transfers files and creates backups of information either daily, weekly, monthly or yearly according to a pre-arranged schedule;
Maintains and manages communication links via phone lines; routers; modems and digital communication links, diagnosing and resolving problems as necessary;
Creates user identification names and passwords for agency personnel;
Creates and maintains a computer database of end user and pertinent agency information;
Maintains hard copies of end user profiles, applications and authorized signatures;
Queries a database and creates and prints reports as needed;
Enters data into various systems, spreadsheets and other databases as required;
Creates and prints mailing labels and reports to notify end users regarding pertinent information.

SCOPE OF EXAMINATION:

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

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.

*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.