

**JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES**  
**County Office Building - 175 Arsenal Street**  
**Watertown, NY 13601**  
**www.co.jefferson.ny.us**

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Director of Human Resources

**\*A NON-REFUNDABLE APPLICATION FEE OF \$15 MUST ACCOMPANY YOUR APPLICATION**  
**PLEASE COMPLETE APPLICATION IN ITS' ENTIRETY - DO NOT SEND RESUME.**

**OPEN COMPETITIVE EXAMINATION**  
**FOR**  
**NO. 21-074 HELP DESK OPERATOR**

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

SALARY: \$19.00/hr. - \$28.00/hr.

**CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF JEFFERSON COUNTY FOR AT  
LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.**

**LAST FILING DATE: October 30, 2020**

**EXAMINATION DATE: November 15, 2020**

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 written test:

- A) Graduation from a regionally accredited or 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 and two years of work experience in user support in the operation of micro-computers and peripheral equipment; 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 four (4) years of work experience as defined in A) above; or
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

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

**DISTINGUISHING FEATURES OF THE CLASS:** This is an entry level technical support position assigned to user-support functions. The incumbent is usually the initial contact for information technology users seeking technical support. The incumbent answers questions, resolves problems, does routine hardware and software installation, and performs a variety of other activities related to user support. The work is performed under the general supervision of the Administrator of Information Technology and is non-supervisory. Incumbents may provide training and/or tutoring to users in operating equipment and systems. 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, December 12, 2020.**

**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**

**User Support**

**Business/Systems Analysis**

**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.

**Qualifying Simulation Test of User Support and Training**

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's 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 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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