SENECA COUNTY

AN EQUAL OPPORTUNITY EMPLOYER

CIVIL SERVICE OPPORTUNITIES

APPLICATION SUPPORT SPECIALIST
Examination # 19416
Training and Experience Test
Qualifying PC Administered Test

VACANCIES: At present there is one vacancy in the Seneca County Department of Information Technology. This eligible list will be used to fill this vacancy and future vacancies as they occur in Seneca County.

RESIDENCY: Candidates must have been legal residents of Seneca County or one of the six contiguous counties for one month preceding the date of application. Preference in appointment may be given to successful candidates who have been legal residents of Seneca County for least one month prior to the date of certification and are residents of Seneca County at the time of appointment.

SALARY: Starting salary $16.89 /hour.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State Registered College or university with an Associate's Degree in a Computer Science, Information Technology or a related field and six (6) months of experience in a computer related field where the primary function of the position was working extensively with, supporting and configuring windows-based office software and business application software ; OR

B. Graduation from high school or possession of a High School Equivalency Diploma and three (3) years of experience in a computer related field where the primary function of the position was working extensively with, supporting and configuring windows-based office software and business application software; OR

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

NOTE: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

Please apply online at https://seneca-portal.mycivilservice.com/jobopps

---

Applications Accepted Up To:
Revised application deadline:
March 30, 2018

Revised Deadline for <u>Submitting</u>
<u>Training and Experience Test</u>
<u>April 10. 2018</u>

TYPICAL WORK ACTIVITIES: (ILLUSTRATIVE ONLY)

Provides support to users of the County's financial software (MUNIS). Answers procedural and technical
        questions via telephone, email and in-person.
Assists System Administrator in testing and setup of County's financial and payroll software
Coordinates maintenance to County intranet and internet sites: completes small add/change/delete requests made
        by County departments, assigns larger requests to contracted web maintenance/development vendor
Provides application support for Microsoft Office Suite
Performs Information Technology accounting and clerical functions, including invoice entry, account
        maintenance, etc.

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.

Rated Evaluation of Training and Experience

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, Website Development

Qualifying Tests:

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.

RETEST POLICY: A candidate will have one opportunity to retake the qualifying test during the life of the eligible list, but no sooner than 30 days after failing the first qualifying test.

WAIVER POLICY: If a candidate has previously passed an IT Qualifying Test prepared by the New York State Department of Civil Service within the past two years using the same test plan as announced, the qualifying test may be waived. 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.

NOTE: Religious accommodations, handicapped persons: If special arrangements for testing are required, indicate this on your application form. All qualified candidates will be notified by mail as to location of exam, time, date, etc. Also, special testing arrangements for active military members are available.

VETERANS CREDITS: Veterans or disabled veterans (including some current armed forces personnel) desiring to claim additional credit <u>must make application</u> for such additional credit at the time they make application for examination or at any time between the date of application for examination and the date of the establishment of the resulting eligible list. <u>Your eligibility will be determined after we receive this completed application and a copy of your DD214.</u> Candidates who claim credit, but who fail to submit adequate proof of eligibility for such credit by the time the eligible list is established, cannot later be granted credit on such eligible list. YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDITS FORMS AND TO SUBMIT SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.

CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:

In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLICATION FEE: A fee of **$10.00** 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 Seneca County Treasurer and write the examination title(s) and your Social Security Number on your check or money order. Do not send cash. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments or Public Assistance or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Please contact the Personnel Office for additional information and forms.

GENERAL INSTRUCTIONS AND INFORMATION:

1. To apply online, please visit https://seneca-portal.mycivilservice.com/jobopps . If you are unable to apply online, you may mail or bring completed applications, along with the application fee, to the Personnel Office prior to, or on the last date of filing.

2. Before filling out your application, read the announcement for this examination carefully. If completing a paper application be sure to enter the examination title which identifies the examination for which you are filing.

3. Do not interpret a notice to appear for, or actual participation in the examination, to mean that you have been found to meet fully the announced requirements. Depending on the time available before an examination, applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held. At that time those candidates not meeting the requirements will be disqualified and notified of such disqualification. Those candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

4. Notify this agency immediately of any change of address. When writing give the title of examination.

5. Falsification of any part of the "Application for Employment" will result in disqualification.

6. Applicants must answer every question on the application form and make sure that the application is complete in all respects. An incomplete application may result in its disapproval.

7. The candidate must apply separately for each open-competitive and/or promotion examination he/she is eligible to take.

8. All experience required to meet the acceptable training and experience is full-time experience. (Part-time experience will be credited on a pro-rated basis.)

9. Appointment from an eligible list must be made from the top three candidates willing to accept appointment.

If you are unable to apply online,
Applications May Be Obtained From and Returned To:
Seneca County Personnel Office,
1 Di Pronio Drive, Waterloo, NY   13165

SENECA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Issued: March 2, 2018   Deadlines revised 3/15/18