

SENECA COUNTY PERSONNEL OFFICE
Civil Service Opportunities

PC & NETWORK SUPPORT SPECIALIST
Exam #24732020
OPEN COMPETITIVE EXAMINATION
Training and Experience Test
Salary: $31.60/per hour

EXAMINATION SUBMISSION PERIOD: DECEMBER 1, 2026-DECEMBER 31, 2026
APPLICATION DEADLINE: NOVEMBER 30, 2026
FILING FEE: $10.00

TO APPLY:
1. Go to https://seneca-portal.mycivilservice.com/jobopps
2. View exam information & click APPLY.
3. Complete & submit online application.
4. Mail, deliver or pay filing fee online by Application Deadline.
5. Contact the Personnel Department for paper application at personneldepartment@co.seneca.ny.us or by calling 315-539-1710

- Filing fees must be RECEIVED by Seneca County Personnel Dept. by the APPLICATION DEADLINE ***NO EXCEPTIONS***.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification.
- If your filing fee is not received within the time permitted, your application will be disqualified without review.

Make CHECK or MONEY ORDER payable to "Seneca County Finance Department" – NO CASH
***Returned checks are subject to a $20 fee ***

*** Please read all pages of this notice carefully for Important Civil Service Information ***

ADMISSION NOTICE: Approved candidates will receive instructions on how to proceed in this examination. It is the responsibility of the candidate to notify the Personnel Department of any change in name or address. No attempt will be made to locate candidates who have moved.

CITIZENSHIP: United States Citizenship is required at time of appointment. It is not necessary for admission to the examination.

MINIMUM QUALIFICATIONS: Either:

A. Possession of an Associate's Degree in computer science, information resources management, microcomputer technology or related field and one year experience in a multi-user computer system, troubleshooting microcomputer equipment and adapting software to business applications of which 250 hrs must be network experience either educational or work; or

B. Graduation from high school or equivalency diploma and three years of above experience of which 250 hrs must be network experience either educational or work; or

C. An equivalent combination of training and experience as detailed by the limits of "A" and "B" above

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

Possession of a valid New York State Driver's License is required. License must be maintained throughout employment. Please attach to application on our portal.

TYPICAL WORK ACTIVITIES: (Illustrative Only):

- Configures equipment and completes cable interfaces, referencing wiring, diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;
- Provides training to new and existing staff regarding the use of computer equipment and software, including loading of printer forms and ribbons, loading and storing disk files, record retrieval and update;
- Receives microcomputers and related computer equipment from venders, unpacks and inspects components for damage, insures that correct items and quantities are received by companies orders with received merchandise and updates equipment inventory;
- Runs diagnostic software programs to insure operational integrity of equipment;
- Moves computer equipment to various locations as necessary;
- Supplies, substitutes microcomputers with appropriate software while problem computers are diagnosed and repaired;
- Repairs and maintains computer hardware and software;
- Loads and installs software;
- Sets up printers, scanners, and fax machines;
- Medium support on network systems;
- Documents software;
- Responsible for coordinating microcomputer activities, services, and functions in IT department as well as others;
- Provides staff support services including installation of equipment and maintenance of local area networks;
- Reports to IT Director;
- Maintains inventory of computer hardware and software;
- Maintains documentation;
- Researches new technology;
- Runs network cables, terminates ends;
- Helps setup goals for network, charts, diagrams;
- Performs backups and restoration of files on network;
- Minor training of other people;
- Performs Web Site work and design when requested.

VACANCY: At present there is one vacancy in the Seneca County Information Technology Department The resulting eligible list will be used to fill this and future vacancies

SCOPE OF THE EXAMINATION

Test Description for: PC & Network Support Specialist

Examination Number: 24732020

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
Network Administration
Data Communications
Telecommunications
Business/Systems Analysis
Microcomputer Repair

Date: November 12, 2026

ADDITIONAL 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, signed into law on September 17, 2002, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) 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 (2) months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

ADMISSION NOTICES: Admission to examinations does not necessarily mean that the application has been approved unconditionally; final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice, or more than one half hour after an examination has begun. You must bring picture identification (such as a driver's license) and your Social Security number to the examination. You may be fingerprinted prior to admission to the examination.

AGE LIMITS: There may be statutory restrictions on your employment if you are under 18 or over 70 years of age; any other age restrictions are stated on the face of this examination announcement.

ALTERNATE TEST DATE: Candidates may be rescheduled for an alternate test date when they are unable to take a scheduled examination for an acceptable reason. Please contact the Personnel Department as soon as possible before the date of the examination. Candidates who are unable to take the scheduled examination due to an emergency situation must notify the Personnel Department no later than the Tuesday following the regular examination date. Candidates may be examined on the Saturday following the regularly scheduled test date or during the preceding week. The examination should not be administered later than the following Saturday after the scheduled test date unless extenuating circumstances exist. The determination as to whether or not a candidate meets the requirement for being afforded an opportunity to take an examination on an alternate test date will be made by the Personnel Officer. Candidates requesting approval for an alternate test date will receive notification regarding approval/disapproval.

ANTICIPATED ELIGIBILITY: If the minimum qualifications require a degree in education and/or experience/licensure/certification, the following statements shall pertain to this exam announcement: if you expect to complete the educational or experience requirement within 6 months from the date of the examination date on the reverse side of this examination announcement, you can be admitted to this examination on a conditional basis. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the announced requirements to the Seneca County Personnel Department. In the case of anticipated education degree, proof must be submitted within 3 months following award of degree; failure to do so will result in removal of your name from the eligible list. In the case of anticipated experience, your name will not be certified until you obtain and show proof of the necessary experience. In the case of licensure/certification, if you are eligible for the required licensure/certification you can be admitted to the examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Seneca County Personnel Department.

APPLICATION: A separate application must be filed for each examination desired. Falsification of any part of the "Application for Employment" will result in disqualification. Applicants are expected to answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications may be disapproved.

APPLICATION FEE: A fee (see front) is required from candidates for each separately numbered examination for which they apply. Mail, deliver or pay filing fee in-person by the APPLICATION DEADLINE. **NO CASH**. **NO REFUNDS** will be made to applicants who fail to appear for the scheduled examination. File only for those examinations for which you are qualified. **EXAM FILING FEES WILL NOT BE REFUNDED**, even if you are disqualified from taking the exam. It is therefore recommended that you consider very carefully whether or not you believe that you meet the minimum qualifications before submitting your application. Payments by check or money order must be made payable to Seneca County Finance Department with the examination number(s) written on the check or money order. Do not send cash in the mail. A $20.00 service charge will be imposed on any checks returned to the Seneca County Finance Department. **Applications not accompanied by the application fee, BY THE APPLICATION DEADLINE, or such fee is not mailed to the Seneca County Department of Human Resources, will not be processed for this examination.**

APPLICATION FEE, WAIVER OF: 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 (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. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application and proof of benefits by the close of business on the Application Deadline as listed on this Examination Announcement. A copy of the waiver request form can be obtained from the following link: https://seneca- portal.mycivilservice.com/Application-Fee-Waiver%20ADA.pdf or by calling the Seneca County Personnel Department.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. The cost for fingerprinting is the responsibility of the candidate being considered for, or conditionally offered, appointment.

CALCULATORS: Candidates are permitted to use quiet, held-held, solar or battery powered calculators, *UNLESS OTHERWISE NOTIFIED ON FRONT*.

CITIZENSHIP: Citizenship is required only for Public Officer positions.

CONTACT INFORMATION: Any changes in contact information must be communicated to the Personnel Dept. in order to ensure timely delivery of important information. A change of address form is available on our website or the Personnel Dept. It is the candidates' responsibility to obtain and submit the necessary documents.

CROSS FILING or EXAMINATIONS IN MULTIPLE JURISDICTIONS:
If you have applied to take an examination announced by more than one local jurisdiction (county, town, city) scheduled to be held on the same test date, you must notify each of the local jurisdictions as early as possible (no later than two weeks before the test date), so that arrangements can be made for taking all examinations at one test site. You must inform each jurisdiction of all examination titles and numbers, and at which jurisdiction you want to sit for the examinations. Please note that all examinations for positions in State government must be taken at a State examination center. Cross-file form is available on the website.

DRUG & ALCOHOL TESTING: You may be required to take a pre-employment alcohol and drug test to determine that you are free of such substances.

EDUCATION: Where high school graduation is required, a High School Equivalency Diploma from any State or an armed forces GED (high school level) will be acceptable. College graduation, when required, must have been from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. In evaluating a candidate's qualifications, the equivalent of 30 college credit hours equals one year of college. Transcripts should be submitted with the application or as soon thereafter as possible whenever the qualifications call for a specific college major or specified number of credits. NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

ELIGIBLE LIST: The eligible list is made up of all candidates who successfully pass all portions of the examination. The eligible list resulting from this examination will remain in existence for a minimum of one year up to a maximum of four years or until terminated by the establishment of an appropriate new eligible list. In the case where a **Promotional** exam is being held in conjunction with an Open Competitive exam in the same title, the resulting eligible list from the Promotional exam will be canvassed first. Any person whose name is on a preferred eligible list and who meets the requirements for a promotion examination in the agency for which the examination is being held is eligible to compete in the examination. Candidates currently holding a permanent 55-a position will be afforded the same opportunity as employees in the competitive class to take promotion examinations, if qualified.

EQUAL OPPORTUNITY: It is the policy of the Seneca County Personnel Department to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record, unless based upon a bona fide occupational qualification or other exception. Those requiring special testing arrangements (such as military personnel or Saturday religious observers) must note this on their applications. It is Seneca County's policy, in accordance with the Americans with Disabilities Act, to provide equal employment opportunity and equal opportunity to participate in and receive any benefits, services, programs and activities to persons with disabilities. Any person who requires reasonable accommodations and reasonable modifications (e.g. Braille booklet, amanuensis, reader, sign language interpreter, etc.) must note this on their application.

EXPERIENCE: For each examination, unpaid, verifiable part-time and volunteer experience in one of the specialized areas will only be credited when specifically allowed by the examination announcement. The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment (35 hour workweek). Part-time experience will be prorated.

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

FINGERPRINT CHECK: A state and/or national fingerprint supported background investigation is required before an appointment is made to some positions. If such search is required, the applicant will be responsible to pay the Seneca County Sheriff's Office fee for such search (approximately $100-150)

INCLEMENT WEATHER: In rare cases, an examination may be postponed if weather conditions are unsafe. In such cases, announcements will be made over the radio on Finger Lakes Radio Group Stations: 99.3 – Classic Hits, 96.1, 96.9, 101.9 – Finger Lakes Country, 98.5 – Mix, 101.7 – The Wall and 95.9, 98.1 – News Radio. If an examination is postponed due to weather conditions, a new examination date will be set as soon as possible. Candidates will be notified of such new examination date in writing by Seneca County Personnel Department as soon as this information becomes available.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: Applicants may participate in multiple examinations given for Seneca County on the same day. The maximum time allowed for any combination of examinations is eight (8) hours. If you have applied for multiple examinations scheduled for the same day, please indicate this on your application.

PROHIBITED DEVICES: Cell phones, pagers, and similar devices are prohibited at examination sites. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, cell phones, smartwatches (i.e. fitbit, iWatch, etc.), dictionaries and/or similar devices are prohibited.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Seneca County. Additional information is available at https://studentaid.gov/sites/default/files/public-service-application-for-forgiveness.pdf

RATINGS AND REVIEW: When this written 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 and review of examinations apply. Otherwise, rating and review of the examination is governed by the Seneca County Civil Service Rules.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70.0. Unless the announcement states otherwise, you must pass the written test as a whole and the oral and practical tests, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

RESIDENTIAL PREFERENCE: Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointments; for appointment in some jurisdictions, you may be required to become a resident thereof, in accordance with law or resolution. Residence requirements and such preferential certifications do not apply in promotion examinations.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

SPECIAL REQUIREMENTS (RELIGIOUS ACCOMMODATIONS, DISABILITIES, MILITARY): If special arrangements for testing are required, you must indicate this on the online application and/or submit a written/emailed request, & arrangements for an alternate date may be made.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointments. All statements made by candidates on the application form are subject to verification.

VETERANS: Veterans or disabled veterans (including some current armed forces personnel) desiring to claim additional credit must make application 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. Your eligibility will be determined after we receive this completed application and a copy of your DD214. 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.**

Application forms are available at: the Personnel Office, 1 DiPronio Drive, Waterloo, NY 13165 or by calling 315-539-1710.