



SENECA COUNTY PERSONNEL OFFICE

Civil Service Opportunities



PC SUPPORT SPECIALIST

Examination #21032

Open Competitive Examination

Training and Experience Test
Qualifying PC Administered Test
Salary: \$21.83/hour

This is a Training & Experience Exam. Qualified applicants will receive further instruction
Application Deadline: September 6, 2020 | FILING FEE: \$10.00



ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE Will Be Accepted



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

- Filing fees must be RECEIVED by Seneca County Personnel Dept. PRIOR to the APPLICATION DEADLINE ***NO EXCEPTIONS***.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification.

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

Administration of This Examination Does Not Imply That a Vacancy Exists

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

VACANCY: There is one (1) vacancy in the Seneca County Information Technology Department. 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 the municipality in which appointment is to be made for at least one month prior to the date of certification and are residents of such municipality at the time of appointment.

SALARY: \$21.83/per hour

MINIMUM QUALIFICATIONS: Either

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, information resource management, computer technology or related field AND one year of experience in the operation and maintenance of micro-and mini-computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, data base management, financial and utility software; OR
- B. Graduation from a regionally accredited or New York State registered college with an Associate's Degree in one of the areas mentioned in "A" above AND three years of experience as described in "A" above; OR
- C. Graduation from High School or High School Equivalency Diploma AND five years of experience as described in "A" above; OR
- D. An equivalent combination of training and experience as defined by the limits of "A" and "B" and "C" above.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

Possession of a valid New York State Driver's License is required, and must be maintained throughout employment.

TYPICAL WORK ACTIVITIES (ILLUSTRATIVE ONLY)

- Assist in installing, maintaining and repairing microcomputers, printers, scanners, mobile devices (Tablets, Laptops and Mobile Phones) and any computer related equipment;
- Maintain manuals and documentation;
- Assist in the installation and maintenance of local area networks including network cables;
- Assist in software support and training;
- Assist in the recommendations of new hardware and software purchases;
- Manage requested projects and ensure they are completed and meet the expectations of the requesters;
- Breakdown and setup of computer related equipment to assist in office moves;
- Setup computer related equipment for meetings;
- IP phone install and setup;
- Active Directory maintenance;
- Website maintenance;
- Maintains inventory of computer hardware and software;
- Maintains documentation;
- Researches new technology;
- Disposes of technology per policy;
- Installs VPN client and configures;
- Performs related duties as assigned.

FOR MORE INFORMATION:
SENECA COUNTY PERSONNEL DEPT
1 DiPronio Drive, Waterloo, NY 13165
(315) 539 – 1710

SENECA COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

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.

Test Description for: PC SUPPORT SPECIALIST

Examination Number: 21032

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

Microcomputer Repair

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 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.

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.

Date: August10, 2020

ADMISSION TO EXAMINATIONS: Call the Personnel Department if you do not receive a notice within three days of the date of examination. 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.

APPLICATION: A separate application must be filed for each examination desired.

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*.

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.

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.

ELIGIBILITY, ANTICIPATED: 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.

ELIGIBLE LIST: The eligible list is made up of all candidates who successfully pass all portions of the examination. Names of eligible will be inserted, according to their final rating, on such list from time to time as applicants are tested and found qualified on the examinations held at such intervals. Eligibility is limited to a one-year period. The Seneca County Personnel Office reserves the right to terminate this special recruitment program at any time and re-establish a program of periodic testing for this title.

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.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service#qualifying-employment>

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.

RETEST POLICY: A candidate may not be tested more often than once every six months. Candidates may not be tested more than once with the same form of test booklet. The waiting period for retest applies whether the candidate has passed or failed.

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 ACCOMMODATION, 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 appointment. 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: <https://seneca-portal.mycivilservice.com/Vet-Credits-App%20ADA.pdf> and instructions are available at: <https://seneca-portal.mycivilservice.com/Veterans-Credit-Information-Sheet%20ADA.pdf>