PLEASE POST CONSPICUOUSLY

MADISON COUNTY PERSONNEL/CIVIL SERVICE
COUNTY OFFICE BUILDING
WAMPSVILLE, NEW YORK

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NO. 18318
OPEN COMPETITIVE
COMPUTER SERVICES TECHNICIAN

DATE OF EXAMINATION:
Submission of Training & Experience Questionnaire
Completed By August 19, 2016

APPLICATIONS ACCEPTED UNTIL:
July 21, 2016

APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY APPLICATION DEADLINE
A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
$15.00 MONEY ORDER ONLY – PAYABLE TO MADISON COUNTY TREASURER
Since application fees are non-refundable, you are urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified.
If you are a Madison County employee in a position represented by the CSEA White Collar Unit, you are not required to submit a processing fee under the current negotiated agreement.

SALARY: Salary varies in those jurisdictions whose Civil Service is administered by the Madison County Department of Personnel/Civil Service.

VACANCIES: The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in Madison County Departments, towns, villages, special districts and school districts, under the jurisdiction of the Madison County Department of Personnel/Civil Service.

RESIDENCY: There are no residency requirements for this examination. Preference in certification may be given to those successful candidates who have been legal residents of Madison County or the jurisdiction in which appointment is to be made for at least one month prior to the date of certification.

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position involving responsibility for providing computer support activities for a municipality or school district. An employee in this class may provide training and assistance in the usage of a computer to personnel in various departments. The work differs from that of a computer programmer or operator in that the primary emphasis of the position consists of rendering advice, technical assistance, and training in computer operations. The work is performed under general supervision of a department head or certified teacher with leeway allowed for the exercise of independent judgment in carrying out details of the work. Supervision of others is not ordinarily a responsibility of the position. A Computer Services Technician does related work as required.

MINIMUM QUALIFICATIONS: Either:

(A) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree, or higher, in Computer Science, Electronic Data Processing, or a closely related field and one year of full-time paid experience which shall have involved diagnosing and/or preventive maintenance of hardware, software and related equipment ; OR

(B) Graduation from high school or possession of a high school equivalency diploma and three years of full- time paid experience or its part-time equivalent as described in (A) above; OR

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

NOTE: Satisfactory completion of study from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees in Computer Science, Electronic Data Processing, or Information Technology or a closely related field may be substituted for the above experience on a year-for-year basis.

NOTE: Certificate in Microsoft Office User Specialist (MOUS) may be substituted for six (6) months of experience.

Certification in Cisco, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Database Administrator (MCDBA), Microsoft Certified Desktop Support Technician (MCDST), Network+, A+, or a closely related certification may be substituted for two (2) years of experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: "Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district as involving direct contact with students, a clearance for employment from the State Education Department is required."

PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES SCREENING: When you are offered a full-time permanent or contingent permanent appointment at Madison County, you will be required to complete a pre-placement physical examination and controlled substance screening prior to employment.

SUBJECTS 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.

RATED EVALUATION OF TRAINING & 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, Business/Systems Analysis, Website Development, and Microcomputer Repair.

SPECIAL NOTE: The Training and Experience questionnaire will be conducted on the internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date for this examination. If you have not received these instructions **by August 5, 2016**, please contact this office. If you do not have internet access, arrangements will be made by our office to accommodate you. A paper copy of the questionnaire may also be requested from this office.

Qualifying Tests:

1. **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.

2. **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.

3. **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.

NOTE: The Madison County Personnel Department reserves the right to give the qualifying PC-administered test to only as many candidates as are needed to fill current vacancies.

RETEST POLICY FOR QUALIFYING TEST: A candidate will have one opportunity to retake the qualifying portion of the test no sooner than six (6) months but no later than eight (8) months after failing the first qualifying test.

QUALIFYING TEST WAIVER: If you have previously passed an IT Qualifying Test which was prepared by the New York State Department of Civil Service using the same **test plan** as announced, the qualifying test may be waived. A candidate requesting such a waiver must submit verifiable evidence of having previously passed the IT Qualifying Test, including the name of the Civil Service agency that administered the test and test date.

NOTE: Bring positive identification to the qualifying examination such as a driver's license, passport or student identification which contains a photo and your signature. Candidates will not be admitted without the proper identification.

APPLICATIONS: May be obtained and must be filed in the Madison County Personnel/Civil Service Department, County Office Building, PO Box 636, Wampsville, NY 13163. Phone (315) 366-2341. Applications can also be downloaded at the Personnel Department's website www.madisoncounty.ny.gov . Applications must be received or postmarked no later than 5:00 p.m. on the last filing date.

APPLICATION FEE WAIVER: 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 by the close of business on the Application Deadline as listed on the Examination Announcement. You may call/write the Madison County Personnel/Civil Service Department, P.O. Box 636, Wampsville, NY 13163; (315)366-2341 or you can download the form from the Madison County Personnel Department's website www.madisoncounty.ny.gov .

ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF DEPUTY SHERIFFS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: In conformance with section 85-a of the Civil Service Law, children of deputy sheriffs 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 deputy sheriff 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 the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credit.

THOSE REQUIRING RELIGIOUS ACCOMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE.

ISSUED: June 28, 2016

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER