

WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION
Announces
OPEN COMPETITIVE EXAMINATION
For
COMPUTER HELP DESK TECHNICIAN

LAST FILING DATE: December 21, 2018

STATE NO. 20069
LOCAL NO. IT-1803

NON-REFUNDABLE \$7.50 APPLICATION FEE REQUIRED
(CHECK OR MONEY ORDER ONLY – NO CASH)

LOCATION/ VACANCIES: This exam is being held to establish an eligible list to be used for vacancies as vacancies exist or occur in any agency administered by Warren County Civil Service.

SALARY: varies with location

RESIDENCY: There are no residency requirements for this exam, however, preference in appointment may be given to those candidates who reside in the municipality, district or agency where the vacancy occurs..

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- 1) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher in Computer Science, Computer Technology, Information Technology or a closely related field; OR
- 2) Two (2) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support, or
- 3) An equivalent combination of education and experience as defined by (1) and (2) above.

DUTIES: (illustrative only)

Operates a help desk and assists end users including diagnosing and resolving problems with computer hardware, software, networks or peripheral equipment and/or referring to appropriate staff for additional support;
Creates and maintains a computerized log of help desk calls received and actions taken;
Places service calls to appropriate vendors for repair of computer hardware, software, network or peripheral equipment;
Maintains and manages communication links via phone lines; routers, modems and digital communication links, diagnosing and resolving problems as necessary;
Sets up user local area network accounts and access rights;
Documents/monitors licensing information and application information;
Creates and maintains a computer database of end-users identification names and passwords for users and Information Technology Department information;
Maintains hard copies of end user profile applications and authorized signatures;
Queries databases and creates and prints reports as needed;
Conducts technical training or introductory orientation on the use of hardware, software and computer peripheral equipment.

TEST DESCRIPTION: 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.

Part 1: Rated Evaluation of Training and Experience: Candidates who meet the minimum qualifications will be sent a letter directing them to a web-site to 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**

Part 2: Qualifying PC-Administered Tests: Qualifying PC-Administered written test will be designed to test for 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.

NOTE: The Warren County Civil Service Administration reserves the right to give the qualifying PC-administered test to only as many candidates as are needed to fill current vacancies. The qualifying exam will be scheduled after the last date for questionnaire submission.

HOW TO APPLY: Applications and information may be obtained from the Warren County Department of Civil Service Administration, or from the web site: www.warrencountyny.gov/civilservice. Application/exam fee must be submitted to the Warren County Civil Service Administration before the close of business at 4:30p.m. on the last filing date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last filing date. You are responsible for completing **ALL** sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

APPLICATION FEE: An application processing fee as specified on this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER**. **DO NOT SEND CASH. YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER.** You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

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 the Exam Fee Waiver and Certification section on the application or submit the “Application for Fee Waiver and Certification” form with your application by the close of business on the Last Filing Date as listed on the Examination Announcement.**

Veteran’s Credits: Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and also submit a separate **Application for Veteran’s Credits** and supporting documentation. Applications and information on veteran’s credits may be obtained at the Warren County Department of Civil Service Administration.

NOTE: 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, notify this office of this matter when you submit your application for examination.

Saturday Sabbath Observers – Physically Challenged Individuals – Active Military Members: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates with a disability who require reasonable accommodations to take the test must clearly indicate the need for special arrangements on their Application. Candidates who are called to military service after filing an Application should send requests for an alternate test date to our Office as soon as possible before the test date. Military Service Members who apply for an examination during the filing period but are on active military duty on the date the examination is scheduled may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date. You must submit with your application the type of special arrangements or reasonable accommodations requested accompanied by all supporting documentation.

Multiple Exams Scheduled for the Same Date: If you have applied with any other local Civil Service agency for any other examination held on the same day, you must make arrangements with each agency to take all your examinations at one test site no later than two weeks before the test date. If you have applied for both State and Local examinations, you must make arrangements with this agency to take all your examinations at a State

examination center no later than two weeks before the test date. If you have questions please contact Warren County Civil Service at (518) 761-6440.

GENERAL INSTRUCTIONS AND INFORMATION

1. Positive identification will be required at the test site.
2. Falsification of any part of the "Application for Employment" will result in disqualification.
3. Applicants must answer every question on the application form and make sure that the application is complete in regard to meeting the minimum qualifications for this examination. There will be no refund of the application fee should your application be disapproved. Time and place of the examination will be mailed to candidates whose application has been approved, one week before examination date.
4. Where a degree is required for minimum qualification, do not send transcript unless required on this announcement.
5. Appointments from an eligible list must be made from the top three candidates willing to accept appointment. All eligible lists will be established for a maximum of four years or the establishment of a new list. It is probable that a number of titles will have an insufficient number of candidates and examinations for these titles will be held on a more regular basis with eligible lists being replaced within the four-year period. Candidates are advised to review our examination postings at our web site: www.warrencountyny.gov/civilservice . Candidates will NOT be notified should eligible lists expire within the four-year period.
6. It is the responsibility of the candidate to notify the Warren County Department of Civil Service of any change in name and/or address. No attempt will be made to locate candidates who have moved.
7. The passing grade for this examination is 70. Background checks may be required for appointment.
8. The salary of this position is subject to change from time to time, or may be different in agencies serviced by the Warren County Department of Civil Service; vacancies may, therefore, be filled at a higher or lower salary than the one announced.
9. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** 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 or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.
10. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo extensive investigation of criminal history and background, which may include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

This examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

ISSUED: November 8, 2018

Patricia C. Nenner
Personnel Officer
MUNICIPAL CENTER
1340 STATE ROUTE 9
LAKE GEORGE, NY 12845-9803

WARREN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
View all examination announcements on line at: www.warrencountyny.gov/civilservice