

# PLEASE POST CONSPICUOUSLY

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LOCAL EXAM NO. 2255

## WASHINGTON COUNTY DEPARTMENT OF PERSONNEL

County Municipal Center

383 Broadway, Fort Edward, New York 12828

Telephone (518) 746-2250 [www.washingtoncountyny.gov](http://www.washingtoncountyny.gov)

EXAMINATION FOR

# INFORMATION TECHNOLOGY ASSISTANT (BOCES)

**APPLICATIONS ACCEPTED UP TO:** SEPTEMBER 19, 2017

**VACANCIES:** At present there are two anticipated vacancies in the Washington, Saratoga, Warren, Hamilton or Essex County Board of Cooperative Educational Services (BOCES). The eligible list established as a result of this examination may be used to fill future vacancies which may occur during the life of the list for part-time and full-time positions.

**SALARY:** \$27,775-\$30,065/yr.

**APPLICATION FEE:** A NON-REFUNDABLE FEE of \$5.00 must accompany your application for this examination. AS NO REFUND WILL BE MADE, you are urged to compare your qualifications carefully with the specified minimum qualifications and file for the examination only if you are clearly qualified. **(DO NOT SEND CASH)**. Check or money order should be made payable to Washington County Treasurer.

**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 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.**

**RESIDENCY:** CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF WARREN, WASHINGTON, SARATOGA, HAMILTON, ESSEX, ALBANY, RENSSELAER, MONTGOMERY, OR SCHENECTADY COUNTY FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.

**DUTIES:** The work involves the providing of entry-level technical assistance for help desk, computer, software and peripherals in school-district networked computing environments. The work of this title will be overseen by higher-ranking technology related personnel. Does related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the date of the written test: Either  
(A) Graduation from a regionally accredited or NYS registered college with an Associate's Degree in Computer Technology, Data Processing, Computer Science; Electronic Technology or related field; OR  
(B) Graduation from high school or possession of a GED with at least one year of experience in providing computer support and holding at least one related industry certification (including, but not limited to A+, Cisco or Google Certification).

**NOTICE TO CANDIDATES:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell checkers, personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any other similar devices are prohibited.

**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. The qualifying pc-administered test will be administered as needed and only to reachable eligibles.

**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:

Computer Programming	Help Desk	User Support
Network Administration	Web Site Development	Microcomputer Repair

(OVER)

**INFORMATION TECHNOLOGY ASSISTANT (BOCES) - Continued****QUALIFYING PC-ADMINISTERED WRITTEN TEST WILL BE DESIGNED TO TEST FOR KNOWLEDGE, SKILLS AND/OR ABILITIES IN SUCH AREAS AS:**

**Logical Reasoning and Interpreting Instructions for Computer-Related Positions** - These multiple-choice 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 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.

**User Support and Training** - This simulation exercise 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.

**Working Effectively with Others to Solve Job-Related Problems** - This simulation exercise 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 exercise, 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 test scores may be banked and applied to future examinations for titles that require the same test plan.

**VETERANS CREDITS:** Veterans or disabled veterans who are eligible for additional credit must complete the veteran's credit section on their application for examination and submit a copy of their DD214. This may be done at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list.

- Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to 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 credits.

- Article 5, Section 6 of the NYS Constitution, effective 1/1/14, was amended to entitle veterans who (1) used non-disabled veterans credits to obtain a civil service appointment or promotion with NYS or local government **AND** (2) subsequent to such appointment was determined to be a qualified disabled veteran, to 10 additional credits on exams, minus the number of credits already used for the prior appointment. Documentation must be provided. More information can be obtained from this civil service agency.

**Section 85-a:** "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 the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established."

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check and drug screening to determine suitability for appointment. Failure to meet the standards for the background investigation and drug screening may result in disqualification.

**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.

**CROSS-FILERS:** If you have applied for any other civil service exam to be given on the same test date for employment with New York State or any other local government agency, you must make arrangements to take all exams at one test site. If you have applied for both State and local exams, you must make arrangements to take all exams at a State examination center by providing a Cross-Filer Application to this agency **no later than two weeks** before the test date. If you have applied for other local government exams, call or write to each agency to make arrangements **no later than two weeks** before the test date. You must notify each agency of the test site at which you wish to take your exams. For this agency you must provide a Cross-Filer Application.

**SECTION 23(2):** This written examination is announced and will be rated in accordance with Section 23(2) of the Civil Service Law. The provisions of New York State Civil Service Law, Rules and Regulations dealing with the rating of examinations will apply to this examination.

**RELIGIOUS OBSERVERS/HANDICAPPED PERSONS:** If special arrangements for testing are required, indicate this on your application form where indicated.

**WHERE TO APPLY:** Obtain Examination Application, Application Fee Waiver and Certification, and/or Cross-File Application online at: [www.WashingtonCountyNY.gov](http://www.WashingtonCountyNY.gov), by mail or in person at the Washington County Department of Personnel, County Municipal Center, Fort Edward, NY 12828.