



Department of Human Resources &
Civil Service

7 Court Street
County Office Building, Rm 216
Belmont, New York 14813
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**A NON-REFUNDABLE APPLICATION FEE OF \$15.00
MUST ACCOMPANY YOUR APPLICATION FOR EACH EXAMINATION**

EXAMINATION TITLE: Microcomputer Technician

NUMBER: 20323

OPEN COMPETITIVE

SALARY: Varies by agency

Applications must be received in this office by **4:00 PM** March 29, 2019 or be postmarked with that date.

Vacancies: The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in Allegany County agencies with this title.

Candidates must have been legal residents of Allegany County and adjoining counties (Wyoming, Livingston, Steuben, Cattaraugus, McKean, and Potter Counties) for at least one month immediately preceding the date of the written examination. Preference may be given to residents of Allegany County or a political subdivision of Allegany County.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. **INCOMPLETE APPLICATIONS MAY BE DISAPPROVED.** For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 – Phone 585/268-9212.

MINIMUM QUALIFICATIONS:

One year of experience which shall have involved programming, installation, and development of software systems for computers which shall also have included the instruction of novice users in microcomputer operation.

Successful completion of at least 15 semester credit hours in data processing subjects from a regionally accredited or New York State registered college or university may be substituted for one year of experience.

APPLICATION FEE: In accordance with Civil Service Law Section 50, this Civil Service Department will be collecting a fee of \$15.00 from examination applicants for each separate examination for which they apply. The **\$15.00** fee applies to this examination. The required \$15.00 fee must accompany your application and must be in the form of either a money order payable to the Allegany County Treasurer or cash (**exact amount only please, we cannot make change**).

PERSONAL CHECKS ARE NOT ACCEPTED. As **no refund** will be made, you are urged to compare your qualifications carefully with the specified minimum qualifications and file for the exam only if you are clearly qualified.

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 at the beginning of this announcement. Contact the Allegany County Civil Service Department, 7 Court Street, Belmont, NY 14813, Phone: 585/268-9212 for the Application Fee Waiver and Certification form.

DUTIES:

This position is responsible for installing, configuring, maintaining and repairing personal computers and related peripherals, including network wires, hubs, switches, etc. and for troubleshooting the operation of computer equipment, audio-visual, film/video projectors and video cassette recorders. Assists in the training and instruction of staff on the local network. Work is under the general supervision of the Superintendent of Schools. Does related work as required.

SUBJECT OF EXAMINATION:

The examination will consist of **TWO PARTS: a rated evaluation of training and experience** and a **qualifying PC-administered test** that will be given after the training and experience portion. **You must pass the evaluation of training and experience in order to take the qualifying PC-administered test.** Notification to report for the qualifying pc-administered test will be mailed at a later date. 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 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, Web Site Development, Microcomputer Repair.

IMPORTANT: The Training and Experience Questionnaire will be conducted on the Internet. Instructions for completing this questionnaire will be sent to all approved candidates.

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.

Religious Observers – Disabled Persons: If special arrangements for testing are required, please indicate this on your application form.

VETERANS OR DISABLED VETERANS desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY - 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.

Most civil service written tests do not require the use of a calculator or slide rule. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators unless specifically prohibited. Devices with typewriter keyboards, 'Spell-Checkers,' 'Personal Digital Assistants,' 'Address Books,' 'Language Translators,' 'Dictionaries,' and any similar devices are prohibited.

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

ISSUED: March 13, 2019

ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This announcement is also available on the Internet at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.