

PLEASE POST CONSPICUOUSLY

Wyoming County is now requiring a fee for examination, please note applicable section.

WYOMING COUNTY CIVIL SERVICE
EXAMINATION ANNOUNCEMENT

Information Technology Assistant

Exam #21241 OC

SALARY: Varies

EXAMINATION TO BE HELD:

February 15, 2021

APPLICATIONS ACCEPTED TO:

January 15, 2021 by 4:00 pm in
this office or postmarked by 1/15/21.

ISSUED: December 15, 2020

LOCATION OF POSITION: The resulting eligible list from this examination will be used to fill vacancies as they occur within the Wyoming County Information Technology Department.

RESIDENCE REQUIREMENT: Although no residency is required, preference in appointment may be given to candidates who are Wyoming County residents.

CERTIFICATION: Preference in appointment may be given to candidates who presently reside in a civil division or district where the vacancy exists in accordance with provisions of Sec. 23 (4-a) of Civil Service Law.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a graduate equivalency diploma (GED) AND:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Bachelor's Degree in Computer Science, Information Technology or a closely related field, and one (1) year work experience in data processing, which must include systems analysis and computer troubleshooting; **or**
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Information Technology or a closely related field, and three (3) years work experience in data processing, one (1) year must include systems analysis and computer troubleshooting; **or**
- (c) Five (5) years full time paid experience as described in (a) above; **or**
- (d) An equivalent combination of education and experience as defined by (a), (b) and (c) above.

DUTIES: This position exists in the county for administrative and technical support to the Director of Information Technology. This position involves experience in data processing involving systems analysis and computer troubleshooting, as well as hands on installation and setup of computer software, hardware and peripherals. Employees in this class assist in maintaining existing computer systems and applications and function in an instructional capacity assisting staff in the operations of programs to fulfill their needs. Supervision over the work of others is not a responsibility of employees in this class. The incumbent 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. 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 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
Microcomputer Repair

The Training and Experience (T&E) Questionnaire Instructions will be mailed to all approved candidates after the January 15, 2021 close of file date. The T&E Questionnaire should be completed on-line no later than February 15, 2021. Additionally, candidates will be given the PC-administered Qualifying Test as needed to fill positions after the completion of the T&E Questionnaire.

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.

SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS: If special arrangements for testing are required, indicate this on your application. Any member of the Armed Forces of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

This examination will be 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 will apply to this examination.

VETERANS: Disabled and non-disabled war veterans who are eligible for additional credits must submit an application for veteran credits with **EACH** application for examination. Candidates who wish to claim veteran credits on an examination should request an application and information sheet from the Wyoming County Civil Service Office. Veteran's application forms will also be available upon request at the examination center. The completed forms must be received before the eligible list for this examination is established in order to utilize additional credits.

Current members of the Armed Forces may apply for Veterans credits by filing an application for Veterans Credits (Form VC-1). Proof of military status must also be presented and verified in order for consideration of granting of conditional Veterans credit. Acceptable proof may include a military I.D. card, military orders, or others official military document that substantiates active military service at time of exam. This documentation and VC-1 Form must be received prior to the establishment of the Eligible List for this examination. The conditional status of the additional credits will remain until proof is provided indicating that the service was in time of war and that the veteran received an honorable discharge, or was released under honorable circumstances.

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.

CANDIDATES PLEASE NOTE: Your application for this test is part of the examination process. Applications must be completely filled out, with all pertinent information stated. Copies of your licenses, certificates, degree(s) plus transcript(s) are required when required in the minimum qualifications. The Civil Service Office does not refer to other applications on file for additional information. Applications which do not show training and/or experience to meet minimum qualifications will be disapproved.

APPLICATION FORMS MAY BE OBTAINED AT THE
WYOMING COUNTY CIVIL SERVICE OFFICE
338 N. Main Street, Thompson Hall
Warsaw, New York 14569
Telephone: 786-8830

Hours: Monday through Friday 8:00 a.m. - 4:00 p.m.

OR DOWNLOAD AN APPLICATION AT www.wyomingco.net (click on the civil service link)
WYOMING COUNTY -- AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

APPLICATION FEE POLICY

APPLICATION FEE:

You need to file a \$25.00 processing fee for **EACH** exam you are applying for. The required fee **MUST** accompany your application.

- Send check or money order payable to the "Wyoming County Department of Civil Service."
- Write the examination number on the check or money order.
- **DO NOT SEND CASH!!**

As **NO** refunds will be made if you fail to appear for the scheduled exam or if your application is disapproved, be sure to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Assistance in determining whether or not you meet the minimum qualifications can be obtained from our office and is yours for the asking.

GENERAL INSTRUCTIONS:

1. Falsification of any part of the "Application for Employment" will result in disqualification.
2. Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved. All necessary licenses, diplomas, and transcripts must be attached to the application when required in the "Minimum Requirements" as listed on the exam announcement.
3. Appointments from an eligible list must be made from the top three (3) candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years.
4. It is the responsibility of the candidate to notify the Wyoming County Civil Service Office of any change of name and/or address. **NO** attempt will be made to locate candidates who have moved.

TIME AND PLACE OF EXAMINATION: Approved candidates will be notified by mail regarding the time and place of the examination. If notice of approval or disapproval is not received at least seven (7) days prior to the exam, please call the Wyoming County Civil Service Office at (585) 786-8830.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

For this examination call 786-8830 or write to Wyoming County Civil Service, Warsaw, NY 14569.

PNOTE: APPLICANTS WHO LACK THIRTY DAYS, OR LESS, OF MEETING THE MINIMUM QUALIFICATIONS BY THE DATE OF THE EXAMINATION WILL BE ADMITTED CONDITIONALLY TO THE EXAMINATION. HOWEVER, PROOF OF THE ADDITIONAL DAYS' QUALIFICATIONS MUST BE SUBMITTED PRIOR TO THE ESTABLISHMENT OF THE ELIGIBLE LIST.

IF THE MINIMUM QUALIFICATIONS REQUIRE A DEGREE AND/OR LICENSURE/CERTIFICATION THE FOLLOWING STATEMENTS SHALL PERTAIN TO THIS EXAM ANNOUNCEMENT: If you expect to complete the educational requirement within 6 months, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Wyoming County Civil Service Office. Proof must be submitted within 2 months, following award of degree; failure to do so will result in removal of your name from the eligible list.

Licensure/Certification: If you are eligible for the required licensure/certification you can be admitted to this 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 Wyoming County Civil Service Office.

PROCEDURE FOR REQUESTING ALTERNATE TEST DATE:

1. For situations known prior to when the examination is scheduled for administration, the candidate should get from this office a Request for Alternate Test Date Form as soon as possible before the test date.
2. For emergency situations, you must notify this office no later than Tuesday following the SATURDAY scheduled test date.
3. We **can not** administer any written test **prior** to the **scheduled date**