



ORLEANS COUNTY CIVIL SERVICE
COMPUTER SPECIALIST
#CR52

John C. Welch, Jr.
Personnel Officer

#16283

CONTINUOUS RECRUITMENT

APPLICATION ARE NOW BEING ACCEPTED CONTINUOUSLY AND EXAMINATIONS WILL BE HELD AS NEEDED.

VACANCIES: The eligible list established as a result of this examination will be used to vacancies as they occur in the Orleans-Niagara BOCES, Albion Central School District and Orleans County.

SALARY: Varies with jurisdiction

RESIDENCE: Candidates must have been legal residents of Orleans or Niagara County at the time of the examination and for at least one (1) month immediately preceding the date of the written test for a position in Orleans-Niagara BOCES. Candidates must have been legal residents of Orleans County at the time of the examination and for at least one (1) month immediately preceding the date of the written test for a position with Albion Central School or Orleans County.

DUTIES: This position involves responsibility for coordinating microcomputer activities, services and functions in a department or among departments. The incumbent is responsible for providing a variety of staff support services, including equipment installation, maintenance of local area networks and mainframe links. The work is performed under the general supervision of a higher level employee. Supervision maybe exercised over the work of subordinate employees. Does related work as required.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, information resource management, microcomputer technology or related field; **OR**
- B. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree in Computer Repair, Computer System Analysis, Computer Graphics or Computer Information Sciences or related field; **OR**
- C. Graduation from a regionally accredited New York State registered two-year College with an Associate's Degree and two (2) years of experience in the operation and maintenance of microcomputer equipment. The experience shall involve local are network administration and installation maintenance, and use of operating, word processing, database management, financial and utility software; **OR**
- D. Graduation from high school of possession of a high school equivalency diploma with a minimum of three (3) years of experience as outlined in (C) above.

NOTE: Original transcripts are required for all degrees.

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!

COMPUTER SPECIALIST

EXAM #CR-52 (#16283)

PAGE 2

NOTE: 1. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for the twelve (12) semester credit hours in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields; **OR**

one (1) year of appropriate experience, if the following conditions are met:

a.) The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.

b.) The candidate provides an official description of the coursework and evidence that it was successfully completed.

2. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is **NOT** acceptable.

NOTE: It is vital that you submit with your application, all information necessary to show your qualifications for examination. If your qualifications include a degree please include original transcripts.

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:

Computer Programming

Help Desk

User Support

Network Administration

Data Communications

Telecommunications

Business/Systems Analysis

Microcomputer Repair

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!

COMPUTER SPECIALIST

EXAM #CR-52 (#16283)

PAGE 3

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.

GENERAL INSTRUCTIONS

1. Each candidate must execute an application form and file it with the Orleans County Civil Service Office, County Administration Building, 14016 Route 31 West, Albion, NY 14411. Applications should be filed as soon as possible after the announcement of the examination. In writing for the application form and information, SPECIFY BY ANNOUNCEMENT NUMBER AND TITLE the position for which you wish to apply. Before filing your application, BE SURE EVERY QUESTION IS ANSWERED. An incomplete application may be disapproved.
2. Accepted candidates will be notified when and where to appear for examination. None will be admitted to the examination without official admittance card. If an applicant is rejected, due notice will be sent. The Civil Service Office does not make formal acknowledgment of the receipt of an application. Call the Civil Service Office if you have not received your notice three (3) days before the date of the test.

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!

3. Unless otherwise stated, all candidates are required to be legal residents of Orleans County for one (1) month immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction.

4. For purpose of claiming veteran's credits on a Civil Service Examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

World War II - Dec. 7, 1941 - Dec. 31, 1946

Lebanon - June 1, 1983 - Dec. 1, 1987

Korean Conflict - June 27, 1950 - Jan. 31, 1955

Grenada - Oct. 23, 1983 - Nov. 21, 1983

Viet Nam Conflict – Feb. 28, 1961 - May 7, 1975

Panama - Dec. 20, 1989 - Jan. 31, 1990

Persian Gulf Conflict - August 2, 1990 - the date upon which such hostilities end.

Credit for Lebanon, Grenada and Panama will be limited to those who received the armed forces expeditionary, the navy expeditionary medal, or the Marine Corps expeditionary medal.

Veterans: Any candidate claiming veterans' credit or disabled veterans' credit must file their application for examination a **certified copy** of their Honorable Discharge from the Armed Forces of the United States. Veterans claiming disability credits must file Form MSD332-VC-3. All candidates filing veteran's credits must file form MSD-332-VC-1.

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, 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.

5. Verification of Qualification: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment.

6. PASSING MARK: Passing mark for examination is 70.

7. Eligible lists will be established in the order of final rating for successful candidates and will be established for a period of one (1) year unless exhausted prior to that date. The eligible list resulting from this examination will be used to fill present and future vacancies in this title.

EXAM FEE: A \$10.00 check, money order or cash must accompany the application for examination. The check is to be made payable to Orleans County Civil Service. Write the examination title and number on your check or money order. **REFUNDS OF FEES WILL NOT BE ISSUED TO APPLICANTS WHO ARE DISQUALIFIED FOR NOT MEETING THE MINIMUM QUALIFICATIONS FOR ADMITTANCE TO THE EXAMINATION OR WHO DO NOT APPEAR FOR TESTING ON THE SCHEDULED TEST DATE.** Therefore, be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee.

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

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!

with your application by the close of business on the Application Deadline as listed on the Examination Announcement.

The “Request for Application Fee Waiver and Certification” may be obtained at the Orleans County Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-3184 or 589-2793.

This examination will be prepared and rated by the New York State Department of Civil Service 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.

APPLICATIONS: Information and applications may be obtained at the Department of Personnel, Orleans County Administration Building, 14016 Route 31 West, Albion, NY 14411. Telephone 589-2793 or 589-3184. If you wish to have an application mailed to you, send a self-addressed stamped envelope.

APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DAY - If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all your examinations at one test site. If you have applied for both State and Local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 474-6470 no later than two weeks before the test date.

If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination. For this examination call (585) 589-3184 or (585) 589-2793 or write to Orleans County Personnel Office, 14016 Route 31 West, Albion, NY 14411.

APPLICANTS: Please contact this office five (5) days prior to the examination if you have not been notified by us, as to your eligibility to participate in this examination.

Religious Accommodation – Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under “Religious Accommodation”. We will make arrangements for you to take the test on a different date (usually the following business day).

Disabled Candidates – If special arrangements for testing are required, indicate this on your application form.

Military Members – A person serving on active duty in the armed forces of the United States during the filing period for a civil service examination, or a person who has been honorably discharged after an examination filing period shall be permitted to file an application for such examination no later than 10 business days prior to the scheduled examination date or the last date to file for such examination, whichever is later.

Applications must be postmarked or filed by the closing date for this examination. **CANDIDATES MUST RECORD THE EXAMINATION NUMBER AND TITLE ON THE APPLICATION.**

NOTICE TO CANDIDATES

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 similar devices are prohibited.

John C. Welch, Jr.
PERSONNEL OFFICER

ISSUED: 12/04/2012

ORLEANS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER!