

# CAREER OPPORTUNITY



## SARATOGA COUNTY DEPARTMENT OF PERSONNEL

ISSUED 03/04/16

PLEASE POST CONSPICUOUSLY

SARATOGA COUNTY DEPARTMENT OF PERSONNEL ANNOUNCES  
AN OPEN-COMPETITIVE EXAMINATION FOR

### PERSONAL COMPUTER NETWORK TECHNICIAN ASSISTANT

EXAMINATION #18169

(ONLINE TRAINING AND EXPERIENCE)

PERSONAL COMPUTER NETWORK TECHNICIAN ASSISTANT, Saratoga County. At the present time there is one vacancy in the Waterford-Halfmoon Union Free School District. The results of this eligible list will also be used to fill other vacancies as they occur under the jurisdiction of the Saratoga County Personnel Department.

SALARY: \$32,000/year

LAST DAY TO APPLY APRIL 1, 2016

LAST DAY FOR QUESTIONNAIRE SUBMISSION MAY 31, 2016

**NOTICE: RELIGIOUS ACCOMMODATIONS-HANDICAPPED PERSONS:** If special arrangements for testing are required, indicate this on your application form.

**RESIDENTS:** Candidates must have been legal residents of New York State for at least **FOUR** months immediately preceding the date of the test. Pursuant to subdivision 4a of Sec. 23 of the Civil Service Law, preference may be given to successful candidates who have been legal residents of the municipality to which the appointment is to be made for at least FOUR months preceding the date of the written test.

**APPLICATION FEE:** An examination fee of **\$10.00** (residents and non-residents) is required for each separately numbered examination for which you apply. The required fee must accompany your application. Check or money order only. **\$20 returned check fee.** Please make checks payable to the **Saratoga County Treasurer's Office**. The \$10 fee is non-refundable. You are urged to compare your qualifications carefully with the requirements for admission stated in the "minimum qualifications" section of the examination announcement and file for only those examinations for which you are clearly qualified.

**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 on the Examination Announcement. A copy of this document can be obtained from the Saratoga County Personnel office.**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the Technical Support for help desk, computer, software and peripherals for the technology services department. General supervision is received from a higher-ranking Technological employee. Does related work as required.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or NYS registered college with an Associates Degree in Computer Technology, Data Processing, Computer Science, Electronic Technology or related field and two (2) years of experience working with Computers in a network environment, mainframe and/or personal computers; Or
- B. Graduation from high school or possession of a GED and three (3) years experience as described in (A) above; Or
- C. An equivalent combination of training and experience as outlined by the limits of (A), and (B) above.

**SCOPE STATEMENT:**

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.

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
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#### 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.

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#### 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.

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#### 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.

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Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

**ELIGIBLE LIST:** A candidate's eligibility begins when his or her name is placed on the eligible list and continues for a minimum of one year.

**USE OF CALCULATORS:** 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 similar devices are prohibited, as is the use of books or other reference materials.

**VETERAN CREDITS:** For the purpose of claiming veteran credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:

World War II—December 7, 1941 to and including December 31, 1946

Korean War—June 27, 1950 to and including January 31, 1955

Vietnam Conflict—February 28, 1961 until May 7, 1975

Lebanon – June 1, 1983 – December 1, 1987

Grenada – October 23, 1983 – November 21, 1983

Panama – December 20, 1989 – January 31, 1990

Persian Gulf – August 2, 1990 to the end of such hostilities (not yet determined)

- For hostilities in Lebanon, Grenada, and Panama, the individual **must** have received the Armed Forces, Navy, or Marine Corps expeditionary medal.
- Beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty (other than for training purposes) the right to request **extra War Time Veterans Credits** on civil service examinations prior to discharge.

If you are currently on active duty, you may request the addition of veteran's credit to your examinations score. You must request the extra credit on your examination application in the space provided. If you pass the examination, the credits will be added automatically. To use the extra credits at the time of appointment you must have received an honorable discharge, be a US citizen, and be a resident of New York State. The extra credits can only be used for one NY local Government or NY State government permanent appointment.

**SECTION 85a OF THE CIVIL SERVICE LAW:** 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.

**SECTION 23.2:** This entire examination is 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 Rules and Regulations, which deal with the rating of examinations, will apply.

**APPLICATIONS:** Applications are available forms at [www.saratogacountyny.gov](http://www.saratogacountyny.gov), phoning 518-885-2225 or by calling in person at the Saratoga County Personnel Department, 40 McMaster Street, Ballston Spa, NY 12020. Time and place of the examination will be mailed to approved candidates one week before the date of the examination.

**SARATOGA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**