

**THE ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES
ANNOUNCES
AN OPEN-COMPETITIVE CIVIL SERVICE EXAMINATION FOR
TECHNICAL SPECIALIST (INFORMATION SYSTEMS)
EXAM NO. 35-CONT**

APPLICATIONS ACCEPTED
CONTINUOUSLY

TRAINING & EXPERIENCE
ONLINE EXAM

PROCESSING FEE - **\$15.00**
(Check/Money Order)

Upon approval of application, a Training and Experience Questionnaire must be completed. Applicants approved by the first Friday of the month will be scheduled for Part I of the exam during the last week of that month.

ONTARIO COUNTY 2009 STARTING SALARY: \$42,515.20 (\$20.44/hr.). **Salary varies by Jurisdiction.** The List resulting from this examination will be used to fill all future vacancies as they occur.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF NEW YORK STATE FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE EXAMINATION DATE.

Jurisdictions under the Ontario County Department of Human Resources include Ontario County, its Towns, Villages, School Districts, Cities, the Finger Lakes Community College, and the Board of Cooperative Educational Services.

IN ACCORDANCE WITH SECTION 23-4 (A) OF THE CIVIL SERVICE LAW, PREFERENCE IN APPOINTMENT MAY BE GIVEN TO RESIDENTS IN THE JURISDICTION WHERE THE VACANCY EXISTS.

WHEN PREFERENCE IN CERTIFICATION IS GIVEN TO RESIDENTS OF A MUNICIPALITY PURSUANT TO SUBDIVISION 4-a OF SECTION 23 OF THE CIVIL SERVICE LAW, AN ELIGIBLE MUST HAVE BEEN A RESIDENT OF SUCH MUNICIPALITY FOR AT LEAST ONE MONTH PRIOR TO THE DATE OF CERTIFICATION IN ORDER TO BE INCLUDED IN A CERTIFICATION AS A RESIDENT OF SUCH MUNICIPALITY AND MUST BE A RESIDENT OF SUCH MUNICIPALITY AT THE TIME OF CERTIFICATION AND APPOINTMENT. APPLICANTS MUST LIST A HOME ADDRESS TO BE CONSIDERED FOR PREFERENCE IN CERTIFICATION.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Resolves equipment failures by problem determination and knowledge of equipment;
Installs new equipment and desktop software purchases;
Maintains accurate records for warranty and repair purposes;
Conducts interviews with end users for fact-finding purposes;
Assists in developing technical specification for computer equipment based upon the needs of the customer;
Cooperates and assists in the development of a competitive bid on computer-related items;
Assists in the development of standards within the area of responsibility of the work group;
Assists in the design of Local Area Networks based upon users' needs and standards established;
Supports Local Area Networks at the Administrators level (Novell's CNA status);
Assists in the installation, and continuous technical support of system software on large and mid-range computers;
Assists in the evaluation and recommendation to management desktop business software (i.e., word processing, spreadsheet, graphics, office suites);
Assists in conducting customer training in structured and non-structured environments.

EXAM NO. 35-CONT

MINIMUM QUALIFICATIONS: Either:

1. Graduation from a regionally accredited or New York State registered four-year college with a Bachelor's Degree in computer information systems or related field and two years paid experience in computer operations, technical support or system development; OR
2. Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree in computer information systems or related field and four years of paid experience in computer operations, technical support or system development; OR
3. Graduation from a standard senior high school or possession of a high school equivalency diploma and six years of paid experience in computer operations, technical support or system development; OR
4. An equivalent combination of training and experience as indicated in (1), (2), and (3) above.

NOTE: Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.

* Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices.

NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

TEST DESCRIPTION: 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: Approved candidates will be sent a notice containing directions to a website address needed to complete a Training and Experience Questionnaire. You will complete the 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

EXAM NO. 35-CONT

IF YOU ARE SUCCESSFUL IN THE TRAINING AND EXPERIENCE PORTION OF THE EXAMINATION, YOUR NAME WILL BE PLACED ON THE ELIGIBLE LIST SUBJECT TO THE SUCCESSFUL COMPLETION OF THE QUALIFYING PC-ADMINISTERED WRITTEN TEST. THIS PC-ADMINISTERED TEST WILL ONLY BE CONDUCTED AS CANDIDATES ARE BEING CONSIDERED FOR APPOINTMENT.

QUALIFYING PC-ADMINISTERED WRITTEN TEST: This portion of the test will be designed to test for knowledge, skills and/or abilities in such areas as:

1. 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.
2. 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.
3. 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 that require the same test plan.

Any statements made in either the official application or the supplement may be checked for accuracy. Any candidate who claims credit that he or she did not actually earn may be disqualified from this examination.

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.

Applications will be accepted continuously, with tests being scheduled by the Ontario County Department of Human Resources. Successful candidates will have their names placed on the Eligible List in the order of final scores, regardless of the date on which they took the test. An Eligible's name will remain on the Eligible List for the duration of one year. **Candidates may apply for the Training & Experience portion of the examination at six-month intervals.**

The **required fee** must accompany your application. (If you file for multiple examinations, each application must be accompanied by a separate check/money order. If your application is disapproved, your check/money order will be returned to you.) Check/money order must be made payable to **Ontario County Department of Human Resources** and write the examination number on your check/money order. Do not send cash. If you are approved and do not appear for the examination, you forfeit the fee as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. A **\$20.00 service charge** will be imposed on any checks returned to the Ontario County Treasurer.

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

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to race, color, creed, sex, national origin or disabilities.

This examination is being prepared and rated by the Ontario County Director of Human Resources in accordance with the Ontario County Civil Service Rules and Regulations and the New York State Civil Service Law. The provisions of the Ontario County Civil Service Rules and Regulations and the New York State Civil Service Law will apply to this test.

ADDRESS AND TELEPHONE NUMBER CHANGES MUST BE PROVIDED IN WRITING AS NOTIFICATION OF EXAM AND VACANCIES ARE MAILED TO ELIGIBLES. TO BE CONSIDERED FOR PREFERENCE IN CERTIFICATION BASED ON RESIDENCY, PLEASE INCLUDE SCHOOL DISTRICT AND TOWN/VILLAGE.

Applications and further information may be obtained by writing or calling in person at the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES, 3019 County Complex Drive, Canandaigua, New York 14424 (585-396-4465). Information may also be obtained by visiting our website at www.co.ontario.ny.us/HumanResources/ Completed applications must be delivered personally or mailed to Ontario County Department of Human Resources, 3019 County Complex Drive, Canandaigua, NY 14424

Information may also be obtained by calling in person at our **WALK-IN** office at 83 Seneca Street in Geneva (315-719-0321). The Geneva Office is open on Mondays and Wednesdays only.

John E. Garvey
Director of Human Resources

Technical Specialist (Information Systems)
Exam No. 35-CONT

Revised: February 25, 2009