



Yates County Office of Personnel  
 417 Liberty Street  
 Penn Yan, NY 14527

# EXAMINATION ANNOUNCEMENT

ANNOUNCES AN OPEN-COMPETITIVE, CONTINUOUS RECRUITMENT, DECENTRALIZED EXAMINATION FOR  
**COMPUTER TECHNICAL SPECIALIST TRAINEE**  
 Exam # 23188

<b>Type of Appointment/Position Status/Classification:</b>	Permanent/Full-Time/Competitive	<b>Rate of Pay/Salary:</b>	TBD
<b>Location:</b>	All	<b>Negotiating Unit:</b>	TBD
<b>Work Hours:</b>	Varies per location	<b>Contract Group:</b>	TBD
<b>Residency Requirement:</b>	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	<b>Application Fee:</b>	\$17.00
<b>Exam Date:</b>	Continuous Recruitment: Not one specified date; can be given any day Monday – Friday between 8:30 AM and 4:30 PM	<b>Eligible Lists:</b>	A candidate’s eligibility begins when his/her name is placed on the eligible list and continues for a minimum of one year. Candidates will be interfiled.
<b>Posted:</b>	December 4, 2023	<b>Application Deadline:</b>	Continuous Recruitment

**DISTINGUISHING FEATURES OF THE CLASS:**

The trainee level is used to recruit to the candidates with a career interest in information technology work. Trainees receive on-the-job training while performing duties of a limited professional nature under close and continuing supervision. Trainee appointments are for a period of one (1) year, following which incumbents receiving satisfactory ratings will be advanced to the Computer Technical Specialist Trainee title without further examination. Work involves providing assistance and support with regard to first level technical issues with computers, printers, network devices, telephone system and other peripheral equipment for county departments and employees. Responsibilities include enabling/disabling logins and user accounts, and providing first-level operations and maintenance helpdesk support. Incumbent may provide basic training to system users in groups or one-on-one, as needed. Work is performed under general supervision of higher-level IT Department staff. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Provides first level technical and helpdesk user support for routine questions and problems involving user accounts, connectivity, and/or peripheral equipment associated with computer network systems via remote administration and/or onsite appointment, as appropriate;  
 Refers problems and questions beyond first level to next level of IT support and/or appropriate staff, as needed;  
 Maintains accurate records and logs of end-user problems, system errors, Helpdesk activities, etc., and prepares reports and/or relays information, as required and when appropriate;  
 Assists with scheduling/processing of purchase orders to assure that proper supplies, materials, equipment, and services are available when needed;  
 Assists with set-up of new computers and peripheral equipment such as printers, copiers, scanners, and e-fax, by installing software, updates, and network connectivity;  
 Assists in the installation, configuration, and maintenance of desktop and laptop computer operating systems, drivers and application software;  
 Assists with the diagnosis, troubleshooting, and if possible, repair of computer problems relating to software packages, basic hardware issues, security and password problems;  
 May act as liaison with County Departments relative to department IT-related needs;  
 May assist with maintaining websites and web pages using HTML, web utilities, graphics, database, word-processing, and/or web design software;  
 Performs other duties as assigned.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Working knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, printers and network devices;  
Good technical aptitude and ability stay current with changes in technology;  
Ability to install, configure, maintain, repair and upgrade a variety of computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.  
Ability to understand and follow oral and written instructions;  
Ability to establish and maintain effective working relationships.

**MINIMUM QUALIFICATIONS:**

- a) Associate's degree or higher; AND six (6) months of experience working with computer software/hardware applications and/or analysis; OR
- b) Three (3) years of experience working with computer software/hardware applications and/or analysis; OR
- c) An equivalent combination of training and experience as indicated in (a), (b) and (c) above.

Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee

**SPECIAL REQUIREMENTS FOR APPOINTMENT:**

After serving a successful probationary period of fifty-two (52) weeks which starts after appointment from the eligible list, the trainee will be promoted, without further examination, to the position of Computer Technical Specialist.

**CIVIL SERVICE EXAMINATION (\$17.00 CASH, CHECK OR MONEY ORDER TO BE SUBMITTED WITH APPLICATION):**

SUBJECT OF EXAMINATION: The examination will consist of a 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
- Business/Systems Analysis
- Microcomputer Repair

The rated evaluation of Training and Experience will produce a quantitative score that will be used for eligibility ranking.

Qualifying Tests:

1. 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.

1. 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.

2. 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.

The Qualifying Test is strictly a Pass/Fail. If candidates do not pass this qualifying test, they will not be eligible for appointment.