



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

EXAMINATION ANNOUNCEMENT

**ANNOUNCES AN OPEN-COMPETITIVE, CONTINUOUS RECRUITMENT, DECENTRALIZED EXAMINATION FOR
 COMPUTER AIDE
 Exam # 19070**

Type of Appointment/Position Status/Classification:	Permanent/Full Time/ Competitive	Rate of Pay/Salary:	TBD
Location:	All	Negotiating Unit:	TBD
Work Hours:	Monday – Friday 8:00 AM – 4:00 PM	Contract Group:	TBD
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	Application Fee:	\$17.00
Exam Date:	Continuous Recruitment: Not one specified date; can be given any day Monday – Friday between 8:30 AM and 4:30 PM	Eligible Lists:	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.
Posted:	September 1 st , 2017	Application Deadline:	Continuous Recruitment

DISTINGUISHING FEATURES OF THE CLASS:

These duties involve independent installation, relocation and cleaning of various computer hardware, installation of software and software updates to existing computers, and performance of clerical functions associated with the technology department. Supervision is not a function of the class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists computer services department personnel in installing, maintaining and updating computer software, hardware and equipment.
 Answers help desk phone calls & Emails, maintains log of requests and routes to appropriate person;
 Performs various clerical functions related to computer services department;
 May learn software installation and troubleshooting of hardware and software;
 Transports, relocates, arranges and sets-up printers, computers, monitors and other technology equipment throughout the district;
 Installs various computer hardware, cleans keyboards and monitors, and checks power and lead cords;
 Installs summer software updates which might include but is not limited to uninstalling printers, drivers, and software as directed;
 Physical inventory of equipment with data entry of such inventory.

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

Working knowledge of the care, repair, cleaning and storage of various computer equipment;
 knowledge of office terminology, procedures, and equipment; working knowledge in the use of microcomputers and related peripheral equipment; ability to make minor adjustments to computers and related peripheral equipment;
 Ability to organize and maintain accurate records and/or files;
 Ability to communicate effectively both orally and in writing;
 Ability to understand and follow oral and written directions;
 Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school; or possession of a high school equivalency diploma; AND

1. At least one (1) year of full-time, or its part-time equivalent, paid work experience.

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

SUBJECT OF EXAMINATION: The examination will consist of two parts:

- 1) A rated evaluation of training and experience; and
- 2) 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 AND 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
- Data Communications

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.

- a) Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems:
 1. 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.
- b) Qualifying Simulation Test of User Support and Training:
 1. The test 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.

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

YATES COUNTY CIVIL SERVICE—GENERAL INSTRUCTIONS FOR EXAMINATIONS

APPLICATION FORMS: An original application must be filed for each separate examination. Exam Number and Title must be recorded on the application. Applications may be obtained at the Yates County Personnel Department, 417 Liberty St., Penn Yan, NY or by visiting the Yates County Website www.yatescounty.org, and must be received by this office no later than the application deadline listed on the Examination Announcement to be considered for the examination. We do not make formal acknowledgement of the receipt of an application or take responsibility for non-delivery or postal delay. Changes of address or telephone must be provided in writing to this office. **NOTE: Incomplete applications may be disapproved.** A resume is a supplement to the application and does not relieve you of the responsibility for completing all sections of the official application. **Carefully read the detailed exam announcement to determine whether or not you meet the stated minimum requirements.** Only applicants that meet the minimum requirements will be eligible for examination. Falsification or misrepresentation of fact on any part of the application may result in disqualification from the exam or from permanent competitive appointment. Information submitted on the application may be verified at any time. If a candidate has not received an Exam Admission Notice within five (5) days of the scheduled exam date, please contact the Yates County Personnel Department at (315) 536-5112.

EXAMINATION FEES: A fee of \$17.00 (\$27 for uniform exams) is required for each separate examination, and **must accompany your application.** Submit check or money order made payable to the Yates County Personnel Department, with the examination number clearly indicated. Please do not send cash in the mail. No fee refund will be made to applicants who are disqualified or fail to appear for the examination. There are no exceptions.

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 with your application. This form can be obtained at the Yates County Personnel Office, or at: www.yatescounty.org

YATES COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER, and as such offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities, and in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

SPECIAL ARRANGEMENTS FOR EXAMINATION: If you have a disability that requires a reasonable accommodation in order for you to participate in an examination, please indicate so on your application. If you are unable to participate in an examination on the announced test date due to a conflict with a religious observance or practice, please indicate so on your application, and an attempt will be made to arrange for you to take the test on a different date. 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 Dept. of Civil Service or local Commission, by way of a special military make-up examination.

VETERAN'S CREDIT: Veterans or disabled veterans who may be eligible for additional credit must submit an Application for veteran's credit and a copy of their military discharge papers (Form DD-214) with their application for examination or at any time prior to the establishment of the resulting eligible list. Applications are available at this office. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No Credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credits. ***SPECIAL NOTICE- VETERAN'S CREDIT:** Article 5, Section 6 of the NYS Constitution was amended to entitle veterans who have used non-disabled veteran credits for Civil service appointment or promotion and who were/are subsequently certified as being a disabled veteran by the U.S. Dept. of Veterans Affairs, **to additional credits for a subsequent appointment or promotion.** If you believe you may be eligible for additional veteran credits as a result of this change, please contact this office and you'll be instructed regarding how to proceed.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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.

CERTIFICATIONS AND APPOINTMENTS: The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligible who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of nonresidents on the list.

APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DAY- CROSS-FILING: If you have applied for both State and local government examinations, you must take all of your examinations at the State examination center. Upon registration for this local examination, you **must** notify Yates County Personnel Office of your intention to cross-file with the State. It is this local agency's responsibility to notify the State and make arrangements for your test materials to be forwarded to the appropriate testing facility. This notification must occur no later than two weeks prior to the examination date. Requests made after this date may not be granted. You will be advised by letter when and where to report for your examinations. If you have applied for multiple local government examinations scheduled on the same day, **you must notify each** of the local jurisdictions with whom you have filed an application, and indicate at which test site you will take the examination(s). You must complete a cross-filer form no later than two weeks prior to the scheduled test date, listing the names of each agency you have applied to, as well as each title and corresponding exam number(s). For this exam call (315) 536-5112 or write to Yates County Personnel Dept., 417 Liberty St., Penn Yan, NY 14527.

BACKGROUND INVESTIGATION: Candidates may be subject to a thorough background investigation to determine suitability for appointment. Failure to meet the standards for any background investigation or screening may result in disqualification.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.