EXAMINATION ANNOUNCEMENT

ANNOUNCES AN OPEN-COMPETITIVE, CONTINUOUS RECRUITMENT, DECENTRALIZED EXAMINATION FOR
SENIOR COMPUTER TECHNICAL SPECIALIST
Exam # 21240

Type of Appointment/Position Status/Classification:	Permanent/Full-Time/Part-Time/Competitive	**Rate of Pay/Salary:**	TBD
Location:	All	**Negotiating Unit:**	TBD
Work Hours:	Varies per location	**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:	December 16, 2020	**Application Deadline:**	Continuous Recruitment

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for the efficient functioning of standalone and networked systems. The incumbent assists and trains staff that has access to internal and outside agency databases or networks. An incumbent also operates and makes repairs on computers and related peripheral equipment. Work is performed under the general supervision of the Director with considerable leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the testing, delivery and setup of new equipment in user department/unit;
Installs and upgrades software including the ability to customize same to meet specific requirements;
Coordinates and logs hardware-related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
Assist in trouble-shooting hardware and software problems;;
Monitors and maintains problems and follows up until problem resolution occurs, facilitates;
Advises user(s) of procedure to follow until resolution occurs;
Meets with supervisor and determines the best approach for solving difficult problems with the system;
Assists with the development and maintenance of procedures;
Maintains user access data;
Assists in maintaining backup procedures;
Performs other duties as assigned.

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

Thorough knowledge of modern computer and mobile device techniques and concepts;
Thorough knowledge of computers and peripheral equipment;
Ability to learn new methods and techniques quickly and apply them;
Ability to follow complex oral and written instructions;
Ability to communicate effectively with the customer on a technical and non-technical level;
Ability to work harmoniously with co-workers;

Ability to supervise other technical staff;

Accuracy;

Ability to exercise good judgment;

Ability to work effectively under pressure;

Ability to obtain certified network administrators status;

Physical condition commensurate with the demand of the position (must be able to lift 50 pounds repetitively, must have dexterity to terminate cable ends).

Thorough knowledge of procedures related to troubleshooting hardware and software problems;

Thorough knowledge of computer/network terminology;

Thorough knowledge of modern methods, principles and techniques of data processing and data communications;

Good knowledge of general office practices and procedures;

Working knowledge of GIS systems;

Ability to adapt purchased software to existing applications;

Ability to express oneself clearly and concisely, both orally and in writing;

Ability to maintain effective working relationships with users and technical personnel;

Ability to understand and follow oral and written instructions.

MINIMUM QUALIFICATIONS:

Graduation from high school; or possession of a high school equivalency diploma; and EITHER

1. Associate's Degree or higher in computer science, computer information systems, networking, telecommunications, management information systems; or closely related field with fifteen (15) hours in Computer Science AND a total of four (4) years of experience in the following computer related areas: network, server, storage, and windows systems management; mobile device management; Apple and iOS systems management; telecommunications; IT customer support and training; computer installation, diagnosis and repair; technical writing; computer security; knowledge management; database administration, design and management; internet/intranet development, design, and maintenance; information technology project management; computer programming; business/systems analysis; program design; or program testing; OR

2. Bachelor's Degree or higher in computer science, computer information systems, networking, telecommunications, management information systems; AND minimum of two (2) years' experience as identified in (b); OR

3. Six (6) years of experience as identified in (b).

SPECIAL REQUIREMENTS FOR APPOINTMENT:

1. Minimum of two (2) years Microsoft Active Directory management or comparable Microsoft certification; AND
2. Possession of a valid New York State Driver's license is required at the time of appointment, and such license must be maintained in good standing throughout the tenure of employment in the position.
3. Preference will be giving to applicants with experience using Google Apps & Admin, or comparable Google certification and simple scripting for Windows and Mac.

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
- User Support
- Network Administration
- Data Communications
- Telecommunications
- Business/Systems Analysis
- Microcomputer Repair

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 question.

a) 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.

b) 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