

County of Chautauqua in the State of New York Announces:

ADMINISTRATIVE AIDE (IT HELP DESK)

Examination Number # 01380

Salary: County of Chautauqua - \$19.76 - \$25.05/Hour



OPEN TO THE PUBLIC

Evaluation Period: October 1 - 31, 2023 Applications must be Received or Postmarked by: 9/20/2023

Issued on 9/6/2023 by Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, NY 14757 (716) 753-4237

Exam announcements and application forms are available on the Internet at www.chqgov.com - Click on "Employment"

APPLICATION FEE: A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Send check or money order payable to the Director of Finance** and write the examination number and title on your check or money order. **We cannot accept cash.** No refund will be made on approved applications. You are urged to review the examination announcement carefully, to compare your qualifications with the requirements for admission, and to file only for those examinations for which you are clearly qualified.

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 an application fee waiver, complete the appropriate section of the Application and submit it by the Application Deadline as listed on the Examination Announcement.** Applications and additional information may be obtained from the Internet at www.chqgov.com click on "Employment" or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

APPLICATION FORM: Your application for this test is part of the examination process. Applications must be completely filled out, with all pertinent information stated. Vagueness or ambiguity will not be interpreted in your favor. We do not refer to other applications on file for additional information. Applications that do not show training and/or experience to meet minimum qualifications may be disapproved.

VACANCIES: At present one (1) vacancy exists in the Chautauqua County Department of Information Technology.

DUTIES: An Administrative Assistant (IT Help Desk) is primarily responsible to act as the departmental contact person for all initial inquiries for computer-related questions and technical assistance sought from the Information Technology Department personnel. The work involves responsibility for providing supportive and problem resolution services to all computer users within the agency. The work involves troubleshooting computer hardware/software problems and providing resolution or referral as appropriate. The work is performed in accordance with policies outlined by the department head permitting the employee considerable latitude for the exercise of independent judgment. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- Graduation from a regionally accredited or New York State registered college, university or technical school with an Associate's degree in computer science, computer information systems or a closely related computer field; OR
- Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college, university or technical school which must have included eighteen (18) semester credit hours in management information systems, computer science, information technology or a closely related computer field; OR
- Successful completion of a certification program in hardware repair, networking or a computer-related field from a regionally accredited or New York State registered college or technical school and one (1) year of full-time paid experience in computer systems support, network administration or information systems management; OR
- Two (2) years of experience as listed in C above. Possession of a certification in hardware repair, networking or a computer-related field from a technical school within five (5) years of application may be substituted for one (1) year of experience.

NO RESIDENCY REQUIREMENT: At the time of certification, preference in appointment may be given to successful candidates who are legal residents of Chautauqua County, in which the appointment is to be made.

SCOPE OF THE EXAMINATION:

The examination will consist of a rated evaluation of training and experience.

Test Description for: Administrative Aide (IT Help Desk)

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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:

- Help Desk

GENERAL INFORMATION / INSTRUCTIONS

CHAUTAUQUA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of Chautauqua County to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception. The policy can be obtained at www.chggov.com.

THE DIRECTOR OF HUMAN RESOURCES RESERVES THE RIGHT TO ACCEPT OR REJECT APPLICATIONS RECEIVED AFTER THE PUBLISHED LAST FILING DATE FOR THIS EXAMINATION: Applications must be either:

- A. Received at the Chautauqua County Department of Human Resources, Room 144, Gerace Office Building, Mayville, New York 14757 prior to the close of business on or before the last filing date published for this examination, or:
- B. Postmarked on or before the last filing date published for this examination. Please note that mail deposited in a mail box on the last filing date but after the post office's last pick up for that day will receive a post mark for the following day and, therefore, will not be considered a timely submission by this office.

NOTE: Applications submitted through the County interoffice mail system are not postmarked and are date stamped upon receipt by our office. We urge candidates to pay particular attention to the filing deadline and to use a filing method that will ensure a timely submission.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the **local jurisdictions no later than two weeks before the test date**, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. **Cross-file application forms are available on the Internet at www.chggov.com** or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

LEGAL AUTHORIZATION TO WORK IN THE UNITED STATES: Federal Immigration Law requires employers to verify that all persons hired are legally authorized to work in the United States. If you are hired, you will be asked to swear, under penalty of perjury, that you are legally authorized to work in the U.S., and you will be required to submit proof of that authorization.

CURRENT/PROSPECTIVE MILITARY SERVICE MEMBERS: New York State Law provides for Military Make-up Tests in cases where candidates cannot attend the scheduled test on the published test date due to active military duty. You must file an application for this examination in accordance with this examination announcement and you must request the special test arrangements, which are available. If you expect to enter military service, you may still compete in this examination and be appointed or reinstated after you return from active duty. Contact our office for details.

THIS EXAMINATION IS BEING 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 dealing with the rating and review of examinations will apply to this test. The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate.

ALTERNATE TEST DATES: State and local examination policy does permit alternate test dates for certain compelling reasons. For details or to request an alternate test date, contact the Department of Human Resources.

LOCATION OF EXAM SITE: Examinations are held in Mayville unless for reasons beyond our control, we must change the test site.

VETERAN CANDIDATES: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

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 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 veteran's credits.

SECTION 85-a OF THE CIVIL SERVICE LAW: Effective 9/17/02, 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.

ADMISSION TO EXAMINATION: Notice to appear for the examination will be conditional, as review of applications for minimum requirements may not be made until after the written test. Call the Chautauqua County Human Resources Office if you have not received your notice 3 days before the date of the examination. You may not be admitted to the examination room without official notice.

RELIGIOUS ACCOMMODATIONS AND OTHER SPECIAL ARRANGEMENTS: Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, please contact our office so that we can make arrangements for you to take the test on a different date. Applicants with disabilities who require special arrangements should contact our office by the close of the filing period for the examination.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70. Unless the announcement states otherwise you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. In addition to meeting specific requirements, candidates must be of good moral character and habits.

MEDICAL EXAMINATION/BACKGROUND INVESTIGATION: Applicants may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position. You may also be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.