

## County of Chautauqua in the State of New York Announces:

### PERSONAL COMPUTER SPECIALIST

Examination Number #01350

**Salary: County of Chautauqua - \$23.55 – \$30.11/Hour**

**BOCES - \$21.40 - \$23.15/Hour**

**Other Agencies - Vary by Location**

### OPEN TO THE PUBLIC

**Examination Date: Qualification Evaluation January 2021**

**Applications must be Received or Postmarked by: 11/25/2020**

Issued on 11/11/2020 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.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us) - 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.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us) 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 three (3) vacancies exist in the Erie2-Chautauqua-Cattaraugus BOCES District.

**DUTIES:** A Personal Computer Specialist is responsible for technical work involving the configuration, installation and troubleshooting of servers, personal computers, peripherals, and software to meet needs of an agency. Work performed is under the general supervision of an information services director or computer technician of higher rank. The Personal Computer Specialist is allowed wide leeway for the exercise of independent judgment in tasks performed. Does related work as required.

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

- A. 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 and one (1) year of full-time paid experience in computer systems support, network administration or information systems management; OR
- B. 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 and one (1) year of experience as listed in A above; OR
- C. 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 two (2) years of experience as listed in A above; OR
- D. Three (3) years of experience as listed in A 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, or to legal residents of the Town, Village, City or School District or special district in which the appointment is to be made.

**IDENTIFICATION (ID) REQUIREMENT:** Examination candidates will need to present a valid photo ID upon arrival at the examination site for purposes of examination security and candidate identification.

**Special Requirement for Appointment in School Districts and BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

#### **SUBJECTS OF EXAMINATION:**

**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:** 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      User Support      Network Administration      Microcomputer Repair      Business/Systems Analysis

#### **Qualifying pc-administered 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 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.
2. **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.
3. **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.

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

**WAIVER OF PC PERFORMANCE TEST:** The Chautauqua County Department of Human Resources reserves the right to waive the above-described IT Qualifying Test under the following conditions. EITHER:

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- A. If the candidate holds or has held permanent or contingent permanent competitive status in a title which required an IT Qualifying Test with the same or higher test plan. Candidates requesting a waiver based on present employment must clearly indicate the waiver request on their examination application; **OR**
- B. If, the candidate provides proof of a previously passed IT Qualifying Test which was prepared by the New York State Department of Civil Services and used the same or higher test plan announced. Acceptable proof consists of a photocopy of official notice of the results of an IT Qualifying Test administered by the NYS Department of Civil Service or local civil service agency. Documentation for proof of testing must contain the name of the testing agency, the test date, and test plan. Documentation for waiver must be submitted with your application in order to be evaluated by the Department of Human Resources.

**NOTICE TO CANDIDATES:** Unless otherwise notified, candidates are **allowed** to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, 'Spell Checkers', 'Personal Digital Assistants', 'Address Books', 'Language Translators', 'Dictionaries', or any similar devices are prohibited.

### **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.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us).

**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.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us)** 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.