

PLEASE POST CONSPICUOUSLY

DELAWARE COUNTY PERSONNEL OFFICE ANNOUNCES
CONTINUOUS RECRUITMENT EXAMINATION FOR
COMPUTER HELP DESK TRAINER

Updated

1/1/11

Date of Examination

To be scheduled as needed

Exam will be scheduled during working hours, Monday - Friday between 9:30am and 1:30pm.

NOTICE: ONLY APPLICATIONS SUBMITTED TO THE DELAWARE COUNTY PERSONNEL OFFICE WILL BE CONSIDERED FOR THIS EXAMINATION.

EXAMINATION FEE: A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee MUST accompany your application or you will not be approved to take the examination. Send your CERTIFIED CHECK OR MONEY ORDER payable to the Delaware County Personnel Office. Write the examination number(s) on your check or money order. ******PERSONAL CHECKS WILL NOT BE ACCEPTED****** No refund of fees will be allowed whether or not you meet the minimum qualifications. You are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

EXAMINATION FEE WAIVER: A waiver of examination fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination 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 examination fee waiver are subject to verification. If you can verify eligibility for examination fee waiver, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application by the Last Filing Date as listed on the Examination Announcement. "Request for Examination Fee Waiver and Certification" forms may be obtained in the Personnel Office or online at www.co.delaware.ny.us click on departments and then personnel. Waivers will not be considered if filed after the last filing date.**

LOCATION OF POSITIONS: This examination is being held to fill vacancies, as they occur, in agencies under the jurisdiction of the Delaware County Personnel Office (including but not limited to, school districts, Delaware/Chenango/Madison/Otsego BOCES, towns and villages, and County departments).

SALARY: \$30216 - \$32662 Delaware County salaries

DUTIES: This position involves technical and clerical work for Information Technology, involving responsibility for providing first-line diagnosing/trouble-shooting of computer problems relating to software packages, basic hardware issues, security, and password problems; In addition to computer responsibilities, incumbents may be assigned account keeping, general clerical or similar work. The work is performed under general supervision. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

MINIMUM QUALIFICATIONS: Either:

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

- A. Successful completion of 5 (five) courses in computer science, computer technology or a closely related field and 6 months of full-time paid computer helpdesk experience or conducting training in the use of software application; OR
- B. Eighteen (18) months full-time paid or equivalent part-time paid experience in computer helpdesk and/or conducting training in the use of software application; OR
- C. An equivalent combination of training and experience as defined within the limits of A and B above.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university in computer science, computer technology, or a closely related field may be substituted for experience on a year-for-year basis.

Candidates claiming college credits MUST submit a copy of their official transcript(s).

RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.

APPLICATION DEADLINE POLICY: All applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department before the close of business on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received after the Application Deadline and are not received in the Personnel Department by the Application Deadline will not be accepted.

NOTE: Unless otherwise specified, all required experience must be fulltime paid or its parttime paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required coursework by the date of the examination, he/she may be approved conditionally to take an examination pending verification of successful completion of all experience and training requirements.

RESIDENCY REQUIREMENT: Candidates must have been residents of Delaware County or contiguous counties or residents of Madison County, for at least four months immediately preceding the examination date. **NOTE:** Agencies may appoint an eligible from their own jurisdiction first.

SUBJECT 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

Qualifying pc-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

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 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.

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.

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.

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

NOTICE TO CANDIDATES: Unless otherwise notified, you are permitted to use quiet, hand-held, solar/battery powered calculators. Calculators with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices **are prohibited**. You may not bring books or other reference materials.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the rating of examinations will apply to this examination.

Applications for examination can be obtained from the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753. **ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.** A separate application must be filed for EACH examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Delaware County Personnel Office reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Delaware County Personnel Office is NOT responsible for lost or misdirected mail.

If you are unable to take this examination due to an emergency situation, and you wish an alternate test date, you **must** call the Delaware County Personnel Office, with your request, by 12:00 noon of the next working day following the test date.

*****Religious Accommodation*****Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with religious observance or practice, check the box under "Special Arrangements." We will make arrangements for you to take the test on a different date (usually the following Monday).

*****Handicapped Persons:*****If special arrangements for testing are required, please indicate this on your application.

*****Active Duty Military Personnel:*****Pursuant to Section 243b of the Military Law applicants who are unable to take this examination on the regular examination date because of active military duty may be eligible to take a special military make up examination. If you are on active military duty and unable to take this exam on the regularly scheduled examination date, please indicate this on your application. You will then be sent additional information regarding a military make up examination.

*****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. 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's the responsibility of the candidate to provide appropriate proof indicating 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 veteran's credits.

*****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.

DELAWARE COUNTY IS AN EQUAL
EMPLOYMENT OPPORTUNITY EMPLOYER

DELAWARE COUNTY PERSONNEL OFFICE
TEDDIE STOREY, PERSONNEL OFFICER