

PLEASE POST CONSPICUOUSLY

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DELAWARE COUNTY PERSONNEL OFFICE  
announces OPEN COMPETITIVE EXAMINATION FOR  
**SENIOR COMPUTER TECHNICIAN**  
**EXAM #62239**

Date Issued

August 4, 2017

Date of Examination

October 14, 2017

Last Filing Date

September 7, 2017

**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 and be in our office by 4:30pm on the last filing date or you will not be approved to take the examination. Send or deliver 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/pers](http://www.co.delaware.ny.us/pers)** Waivers will not be considered if filed after the last filing date.

**LOCATION OF POSITIONS:** Delaware County Information Technology, Delhi, NY 13753

**SALARY:** \$45,399 - \$50,123

**DUTIES:** This is important technical and supervisor work involving responsibility for the installation and maintenance of personal and mainframe computers and related peripheral equipment. The position requires frequent contact with computer users to identify problems. This class differs from that of Computer Technician by the increased level of expertise required to perform the more difficult and complex technical situations and the added responsibility of supervising the activities of Computer Technicians. The work is performed under general supervision with leeway for exercising independent judgement in planning and carrying out the assignment of duties. Direct supervision is exercised over Computer Technicians and others. 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 or university with a Bachelor's Degree in computer science, computer technology, computer repair or a closely related field and one year full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and three years full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- C. Five years full-time paid or equivalent part-time paid experience in the installation and maintenance of computers and related peripheral equipment, OR
- D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

**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**

**NOTE:** Unless otherwise specified, all required experience must be full-time paid or its part-time 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 course work 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 for at least four months immediately preceding the examination date. **NOTE:** Agencies may appoint an eligible from their own jurisdiction first.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, a guide "How to Take a Written Test" is available. Candidates who wish a copy of the Guide should call or write the Delaware County Personnel Office, One Courthouse Square, Suite #2, Delhi, New York 13753 (607-832-5678) or access our web site at [www.co.delaware.ny.us](http://www.co.delaware.ny.us) click on departments and then personnel.

**SUBJECTS OF EXAMINATION:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

**1. Operation of computer hardware and peripheral equipment:** These questions test for technical knowledge and concepts relevant to information technology and the operation of a computer and associated peripheral equipment. Although the questions asked are not specific to any vendor or any model of computer, the questions on storage media and peripheral equipment cover such subjects as characteristics of tape and disk systems as storage media, basic data communications terms, and the operation of peripheral equipment.

**2. Office record keeping:** These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone .

**3. Fundamentals of PC systems :**These questions test for knowledge of basic concepts and terminology related to PC's. They cover such topics as PC and peripheral equipment; storage media; types of software used with PC's; and other associated terms and concepts.

**4. Use and operation of PC's and related peripheral equipment:** These questions are designed to test for technical knowledge and concepts relevant to the operation of a PC and associated peripheral equipment for word processing, spreadsheet analysis, data base management, data communications and other applications. The questions asked are not specific to any vendor or any model of PC.

**5. Principles of providing user support:** These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

**6. Supervision** These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**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 other than what has been mentioned above..

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.

**APPLICATION DEADLINE POLICY:** All completed applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department by 4:30pm on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if received on or before the last file date. Applications that are received after the Application Deadline and are not received in the Personnel Department by the last file date will not be accepted.

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 after the last announced filing date. The Delaware County Personnel Office is NOT responsible for lost or misdirected mail

**CROSS-FILING: APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE:** If you have applied for other Civil Service examinations for employment with N.Y. State or other local governments, YOU must make arrangements to take all the examinations at one test site. If you are taking a state exam you must sit at a State site. If you have applied for an examination, in another County, City or State, which is scheduled to be given the same date as this exam, you must write our office and the Civil Service office in the other County/City or State and make arrangements to take both exams at either our test site or theirs. You must make these arrangements with our office no later than the last filing date indicated on this announcement. You must advise our office in writing, by the last filing date contained in this announcement where you intend to take this exam. Please note that State exams cannot be given at our test site.

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 noon of the Monday 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  
LINDA PINNER, PERSONNEL OFFICER