



COMPUTER TECHNICAL ASSISTANT **EXAM #11-237 (OC)**

ONEIDA COUNTY ANNOUNCES
EXAMINATION OPEN TO THE PUBLIC

APPLICATIONS ACCEPTED CONTINUOUSLY

A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
\$15.00 MONEY ORDER ONLY -- PAYABLE TO ONEIDA COUNTY

EXAM DATES: THIS EXAM WILL BE SCHEDULED PERIODICALLY. CANDIDATES WITH APPROVED APPLICATIONS FOR THIS EXAM WILL BE NOTIFIED BY MAIL OF THE NEXT SCHEDULED EXAM DATE.

STARTING SALARY/RANGE:

| | |
|-----------------|--------------------------------|
| \$39,129 (2020) | Oneida County Government |
| \$39,716 (2021) | Other Civil Divisions May Vary |

VACANCIES: The eligible list, established as a result of this examination, will be used to fill any appropriate vacancies which may occur in these titles under the jurisdiction of the Oneida County Commissioner of Personnel.

RESIDENCE REQUIREMENT: **NONE** - When preference in certification is given to residents of a municipality pursuant to subdivision 4-a of Section 23 of the Civil Service Law, an eligible must have been a resident of such municipality for at least one month prior to the date of certification in order to be included in a certification as a resident of such municipality and must be a resident of such municipality at the time of appointment.

MINIMUM QUALIFICATIONS: Candidates must meet minimum qualifications at time of application. Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by twelve (12) credit hours in the fields of computer science or computer technology; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) credit hours in the fields of computer science or computer technology **AND** two (2) years of experience in the operation of a mainframe or micro-computer, which involved the adaptation of software to database management systems; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience as described in (B) above.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.
2. If qualifying under (A) or (B) above, candidates must submit copy of transcripts showing degree area and date degree conferred with application.
3. Further information may be requested from candidates to verify academic qualifications.

DUTIES: This is a technical position responsible for the efficient functioning of stand-alone and networked systems. Incumbent performs related work as required.

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SUBJECTS OF EXAMINATION: The examination will consist of a **rated evaluation of training and experience**. In order to be eligible for appointment, you must also pass a **Qualifying Performance test**. You must pass the **rated evaluation of training and experience AND the Qualifying Performance test** in order to be considered for appointment. The rated evaluation of training and experience will be administered prior to the qualifying performance test. You will not be called to the performance test unless you have passed the rated evaluation of training and experience. Your rank on the eligible list will be determined by your score on the rated evaluation of training and experience only.

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: **Computer Programming, Help Desk, User Support, Network Administration, Data Communications, Business/Systems Analysis, and Microcomputer Repair**.

Qualifying Performance test will be designed evaluate 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 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. 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.

3. 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.

CALCULATORS ARE ALLOWED: Unless specifically prohibited, candidates are permitted to use QUIET, hand-held, solar- or battery-powered calculators. Devices with typewriter keyboards, such as computers, spell-checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are PROHIBITED.

ELIGIBLE LISTS: Candidates who meet the qualifications, and pass this examination, will have their names placed on the Eligible List, in the order of final scores, regardless of the date on which they filed or took the test. The names of qualified candidates will remain on the Eligible List for one year. Appeal of ratings will not be allowed, as the opportunity for re-test exists.

WAIVER: If a candidate has previously passed a Qualifying Performance test prepared by the New York State Department of Civil Service that is the same test plan as announced, the test may be waived if the current Qualifying Performance test date is within two (2) years of the date of the previously passed Qualifying Performance test. A candidate requesting such a waiver must submit, **at time of application**, verifiable evidence of passing the Qualifying Performance test, including the name of the New York State Civil Service agency that administered the test and the test date.

RETEST POLICY: Retest for this continuous recruitment examination is permitted after six months.

TERMINATION OF THE PROGRAM: Oneida County Department of Personnel reserves the right to terminate this special recruitment program at any time, and re-establish a program of periodic testing for this title.

TEST GUIDE: 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.

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**For further information contact: ONEIDA COUNTY DEPT. OF PERSONNEL, 800 PARK AVE., UTICA, NY 13501
TELEPHONE: (315) 798-5726 JOSEPH M. JOHNSON, COMMISSIONER**

GENERAL INFORMATION

EMERGENCY CANCELLATION OF EXAMINATIONS: Tune to – Spectrum News; WUTR; WKTV; Radio Stations 96.1, 96.9, 97.9. Check website for more listings: www.ocgov.net/oneida/personnel/csexam.

1. **APPLICATIONS:** Candidate must complete a separate Oneida County Application for Civil Service Examination or Employment for each examination or position. NO E-MAILED OR FAXED APPLICATIONS WILL BE ACCEPTED. Applicants must answer every question on the application and make sure that the application is complete in all respects. INCOMPLETE APPLICATIONS WILL BE DISAPPROVED. All applications shall be filed with the Oneida County Department of Personnel. Applications received after the last filing date will be rejected.
2. **ADDRESS CHANGE:** Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.
3. **RELIGIOUS ACCOMMODATIONS/MILITARY/DISABILITY:** Please indicate on your application if special exam arrangements for testing are needed. See instruction F on application.
4. **ALTERNATE TEST DATES:** See Alternate Test Date Policy. This policy is available on our website.
5. **VETERANS:** See instruction G on application.
6. **ADMISSION NOTICE:** Applications are reviewed for qualifying status. If your exam application is disapproved, you will be notified of the reason and given an opportunity to amend your application. All amendments to applications are due by the amendment due date listed on your disapproval letter. IF YOU DO NOT RECEIVE AN ADMISSION LETTER THREE (3) DAYS BEFORE THE EXAM DATE, CALL: (315) 798-5726. Collect calls will not be accepted.
7. **ELIGIBLE LISTS:** Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than those announced.
8. **FOREIGN EDUCATION:** High school from other than U.S. schools may be verified by a transcript and against college-entry requirements in the corresponding country. Applicable documentation must be submitted. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Oneida County Department of Personnel, by mail (include a self-addressed, stamped envelope) OR on the New York State Department of Civil Service web site: www.cs.ny.gov/jobseeker/degrees.cfm. You will be responsible for the required evaluation fee.
9. Federal and State Law prohibit discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, marital status or genetic predisposition or carrier status.
10. This examination is being prepared and 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 preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service, will apply to this examination.
11. **ADDITIONAL CREDIT:** 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.
12. **BACKGROUND INVESTIGATION:** Applicants may 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.
13. **APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid, receiving Supplemental Security Income payment, receiving 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 application fee waiver, complete a Request for Application Fee Waiver and Certification form and submit it with your application. The form is available on our website as well as Oneida County Department of Personnel, 800 Park Avenue 6th Floor, Utica, NY 13501. You may also call (315) 798-5726 or write to the Oneida County Department of Personnel to request a copy.**
14. **EXAMINATION ATTENDANCE POLICY:** Failure to appear for two (2) consecutive examinations administered by Oneida County Civil Service within an 18 month period will result in disqualification from future examination for a two year period, per Oneida County Civil Service Rule IX.

ONEIDA COUNTY EXAM ANNOUNCEMENTS CAN BE ACCESSED ON OUR WEBSITE: www.ocgov.net/personnel

**** ONEIDA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER ****